

## A business-grade satellite service designed to lift the digital capability of Australian businesses.\*

With 100% satellite beam coverage across mainland Australia, Tasmania and many of the large surrounding islands, Australian businesses have the ability to access business-grade satellite network services across the country.\*

As part of our suite of innovative wholesale business **nbn** Satellite Service product solutions, they're designed to help service providers offer both high-speed broadband and the required service levels to suit a range of business' needs.



### Virtual ISP (VISP)

Virtual ISP (VISP) is a wholesale business-grade product that's designed for businesses who require high-speed broadband access outside of their core operating systems. This may include large mining operations running 'crew welfare' applications, or businesses running critical cloud-based applications.^



### High network reliability

A reliable network architecture that is designed to deliver readily available solutions including an in-built WAN (Wide Area Network) Optimisation helping to mitigate challenges with latency.^



### Satellite broadband internet access

A choice of symmetrical or asymmetrical wholesale speeds.



### Business-grade service

Our dedicated onshore experts in the business **nbn** Satellite Operations Centre assist providers by managing all satellite connections, service requests and service incidents (as defined in the service level agreement with providers) to help ensure businesses are connected when it matters.



### Flexibility

Optional product features that allow for customisation to suit the needs of different businesses.



### A network like no other

**nbn** is the only wholly Australian-owned space and ground infrastructure operator and wholesale satellite services provider in the country. Our \$2 billion investment in our satellites and ground infrastructure is designed to aid Australian businesses.

# Key wholesale features and options include:

## High-speed internet access

The business **nbn** Satellite Service allows service providers to offer customers a choice of plans on VISP based on six wholesale speed tiers (Peak Information Rate (PIR) shown – see ‘Key term definitions’ and ‘Important Information’ below):

- 30/1Mbps
- 30/5Mbps
- 30/13Mbps
- 50/5Mbps
- 100/10Mbps
- 13/13Mbps<sup>#</sup>

## Introducing an uncapped monthly data usage allowance option<sup>+‡</sup>

Service Providers can now offer customers a choice of data quota options to better suit their business. See Data Quota section for details.

## Fleet plan options allow service providers to pool data quotas across premises

VISP allows providers to pool the data quotas of businesses with multiple premises – effectively helping end customers to better manage their data usage and reduce costs.

## VISP can be configured to prioritise voice communications

Voice traffic can be prioritised using Committed Information Rate (CIR) data over **nbn**'s satellite network.<sup>§</sup>

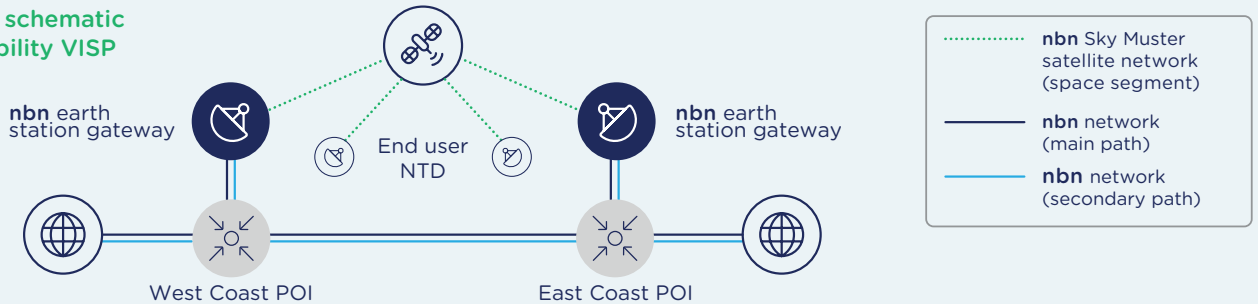
## nbn's satellite network design provides high redundancy as standard

**nbn** deploys VISP services via dual internet links (provided by **nbn**) at each Point of Interconnection (POI) to improve network availability.

### VISP wholesale features and options<sup>^</sup> (see “key term definitions” below)

<b>Features</b>	WAN and GRE Optimisation VOIP Prioritisation Encryption over the air QoS marking
<b>Satellite frequency</b>	<b>Ka band</b>
<b>NTD Kit</b>	30/1 Mbps, 30/5 Mbps, 50/5 Mbps, 100/10 Mbps 0.74m or 1.2m dish 2.5W or 4W transceiver Modem
<b>PIR wholesale speed</b>	30/1 Mbps, 30/5 Mbps, 30/13 Mbps, 50/5 Mbps, 100/10 Mbps or 13/13 Mbps
<b>Data quota</b>	Data Quota Options: <ul style="list-style-type: none"> <li>• Uncapped data usage allowance option<sup>+‡</sup></li> <li>• Metered access contracted in increments of 100GB up to 1TB. When contract amount is exceeded data is added and charged in 100GB increments (1 TB cap in place to provide cost certainty)<sup>#</sup></li> </ul>
<b>Service assurance</b>	Standard: Bronze Optional: Silver, Gold
<b>Target network availability</b>	99.7%

### Network schematic for a Mobility VISP service



Learn more about the network behind the business **nbn** Satellite Service at [nbn.com.au/satelliteforbusiness](https://nbn.com.au/satelliteforbusiness)

#### Key term definitions:

**CIR wholesale speed** refers to the maximum wholesale speeds we commit to deliver (subject to defined performance characteristics and certain limitations) over our wholesale network to service providers.

<sup>^</sup> **PIR wholesale speed** refers to the maximum wholesale speeds to be delivered over our wholesale network to service providers. We do not commit to these speeds being available at all times during the day, such as during the busy period.

<sup>\*</sup> An end customer's serviceability may be affected by a range of factors including whether there is a clear line-of-sight to the satellite, no interference, for example from other end customer, retail service provider or third party equipment, and having a suitable location to install equipment. Plans over the business **nbn** Satellite Service may not be offered by all providers. <sup>§</sup>The business **nbn** Satellite Service provides voice support for VoIP carriage and is not a voice provider.

<sup>#</sup> Important Information: Plans over the business **nbn**™ Satellite Service may not be offered by all providers. The wholesale speed tiers available to providers vary depending on the business **nbn** Satellite Service product selected. An end customer's experience, including speeds and other performance characteristics, depend on a range of factors, such as the latency limitations inherent in satellite communications, the particular product and product features that have been selected by the service provider, the configuration of the products and product features being delivered, the time of usage in relation to certain internet-based access products, and other factors outside of **nbn**'s control (like their equipment quality, software, chosen broadband plan, signal reception, or how their service provider designs its network). Standard monthly contracted data quotas offer up to 1,000GB/month in 100GB increments. If contracted quotas are exceeded, additional data quotas will automatically be added and charged in 100GB increments, 1 TB cap in place.

<sup>†</sup> All VISP services, including those with uncapped data usage allowances, are subject to limits designed to avoid unfair use and manage network capacity. This may limit or adversely impact the use of that VISP service, and have the effect of restricting data usage. Usage that does not comply with these restrictions may result in:

- for unfair use: a disconnection, discontinuation, ordering freeze, service reduction or suspension (in whole or in part) of VISP services, and the immediate disconnection of service provider equipment.
- for capacity management:
  - **nbn** declining an order or modification which would require additional beam capacity to be supplied while a beam is at or near maximum capacity; or
  - **nbn** deprioritising data transfers or reducing the maximum data transfer rate of any service contributing disproportionately to beam capacity utilisation.

<sup>‡</sup>Uncapped data usage allowances, in addition to other certain items, are only available on and from the commercial launch date notified by **nbn** to service providers. Contact your preferred provider to check if they have uncapped allowances available. The Fleet Plan feature is not available for **nbn**™ VISP services with PIR bandwidth profiles which have an uncapped data usage allowance.