

# NBN LONG TERM SATELLITE SERVICE

The Long Term Satellite Service was launched by nbn in June 2016. Within four months, Skybridge was delivering **7,500+ installations per month** into the most remote regions of Australia, including islands. To date, more than 60,000 services have been delivered into areas exposed to access, logistical and cultural issues.

## REQUIREMENTS

The Long Term Satellite Service (LTSS) delivers nbn services to the hardest to reach 3% of the population. To compound the challenges of this program, unlike urban programs there is no forward visibility as to the distribution of LTSS orders. Orders can land anywhere in the country without notice, and have strict service levels for delivery in a timely manner.

nbn's mission is "Together we will achieve a carefree connection to the NBN for all Australians". The requirement for Skybridge was to provide end users with a similar customer experience to urban customers in spite of the additional challenges that remote locations inherently have.

Other requirements of the LTSS program include:

- Maintaining regular contact with end users to ensure they are informed regarding their order progress
- Logistics management to ensure stock is in place in each area to accommodate anticipated volumes
- B2B messaging to provide real time updates to stakeholders including nbn, Retail Service Providers and Ericsson (managed services provider for LTSS)
- On-site service commissioning
- Daily performance reporting
- HSE reporting
- Service assurance with tight service level agreements

Skybridge was appointed to deliver LTSS installation and assurance services on the basis of its track

record delivering First Release Satellite Service (FRSS) on behalf of nbn, ability to service the most remote areas of Australia and system development capabilities.

## THE PROCESS

Skybridge engaged and trained a workforce of over 300 installation Contractors to cover every remote location in Australia, including islands. We developed a scheduling model that delivered a high degree of flexibility for Contractors and end users. We have worked with Ericsson (LTSS prime contractor to nbn), nbn and Retail Service Providers to deliver real time job status information to ensure a high degree of accountability and to keep end users informed throughout the installation journey.

Wet season is a significant consideration in accessing remote areas of Australia, as well as areas that can only be accessed by barge. Skybridge has engaged alternative transport means (including helicopter fleets) in order to meet delivery commitments.

## THE RESULT

The nbn Long Term Satellite Service continues to grow in popularity and delivers fast internet into areas not previously possible, ensuring that the most remote communities have access to services taken for granted by the urban population.

## CLIENT TESTIMONIAL

Available upon request.