



Media Release

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ACCAN congratulates nbn and Arianespace on successful satellite launch

The Australian Communications Consumer Action Network ([ACCAN](http://accan.org.au)) congratulates nbn and Arianespace on the successful launch of the Sky Muster satellite. Sky Muster is the first of two satellites that nbn is launching as part of its plan to provide broadband services to all premises in Australia. The second satellite is expected to launch mid-2016.

Satellites will provide broadband services to three per cent of premises in Australia, primarily in regional and remote areas including the islands that make up Australia. Consumers in these areas currently have poor to no broadband, with many facing difficult situations created by the lack of adequate services and exorbitant costs.

Current satellite services offer low speeds and data allowances, usually up to 6Mbps download speeds and up to 20GB of data a month. These services often come with very high set up costs, making them unaffordable for many consumers. Consumers have had very mixed experiences with these services, often reporting very slow speeds or insufficient data to last the month. In some areas, consumers are unable to receive even basic internet services.

“People increasingly need a reliable and affordable internet connection for essential services, such as education, banking and health. The successful launch of Sky Muster is an important milestone in the delivery of fast broadband services to regional and remote Australia,” said Teresa Corbin, CEO of ACCAN. “When these services become available to consumers in the first half of 2016, ACCAN hopes they will meet consumer need and be sold at a comparable cost to services sold in the rest of Australia.”

For more information, contact Luke Sutton on luke.sutton@accan.org.au or 0409 933 931.

MEDIA CONTACT

Luke Sutton
Mobile: 0409 966 931
luke.sutton@accan.org.au
Phone: 02 9288 4017
TTY: 02 9281 5322

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