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# Frequently Asked Questions

## AUS/NZ Direct Access Service

### Overview

You are invited to join the growing number of people globally who enjoy the convenience of viewing Maharaji's message at home via Satellite Broadcast. Wherever you are - around Australia and New Zealand - the freshest message now comes direct to you!

The following documents are available and provide complete information about the Direct Access Service.

- ◆ FAQs
- ◆ Order Form, Information Sheet (Melbourne Satellites)
- ◆ Preferred Supplier/Installer List
- ◆ Technical Specifications

### Receiving the broadcasts.....

#### ***What is the Direct Access Service and when did it start?***

Weekly broadcasting of Maharaji's talks began on 4<sup>th</sup> March 2001 using a local satellite, Optus B3. This satellite has a specific focus for Australia and New Zealand so the signal can be received with small dishes anywhere from Perth to Christchurch. *GlobeCast (formerly Mediasat)*, a Sydney-based provider, uplinks the broadcasts to the satellite. In the first 18 months, around 150 households had connected to the service and are enjoying the weekly broadcasts.

#### ***What are the steps required to view Satellite Broadcasts at home?***

Step 1: Purchase and install a satellite dish and receiver.

Step 2: Become a Sponsor.

Step 3: Sit back and enjoy.

#### ***How can I receive these broadcasts?***

To receive the service, you will need to purchase a Satellite Kit (Dish, Digital Satellite Receiver and peripherals) and arrange for installation. To support the cost of the Direct Access Service and receive monthly updates and programming information, you are invited to become a Sponsor (see below).

#### ***Where can I buy a suitable dish and receiver?***

Melbourne Satellites has provided a written quote. The quoted price for a standard Satellite Kit is A\$540 (including GST). This is a discounted price for Direct Access Service clients and does not include installation. You may print their Order Form and fax it directly to Melbourne Satellites. Melbourne Satellites will send you back a confirmation along with a list of questions to help the installer. They can ship your Satellite Kit anywhere in Australia or New Zealand for an additional charge. You may, of course, be able to obtain a similar (or better) deal from a Local Satellite Equipment Supplier. A list of Preferred Suppliers/Installers is also provided. This has been compiled by our local satellite contacts and may be used as a guide.

#### ***How much will installing my Satellite system cost?***

Expect to pay A\$100-250 on average, for professional installation. Local Installers have different labour costs so prices will vary. Installation costs are also influenced by the difficulty of routing cables through your building, the type of dish mounting required, and the distance from the dish to the receiver.

Alternatively, you may do your own installation. This is **only** recommended for "hands-on" people. Melbourne Satellites can provide an additional Do-it-Yourself (DIY) kit that includes the required equipment along with Installation Instructions and a Satellite Finder. Remember that the dish will require an appropriate mounting to remain stable during high winds or bad weather. Some help may also be available from our DIY advisor. ([See](#) DIY contact details.)

#### ***When can I see the broadcasts?***

Broadcasts are usually uplinked on Sundays at 11am AEST (or 11am AEST Summer Time during Daylight Saving).

#### ***How often are the broadcasts?***

Currently once per week.

### ***Will that be increased in the future?***

Increasing the number of broadcasts from one per week is a possibility provided our sponsorship base is able to cover costs. The occasional short series or programming in other languages is currently being investigated. Again, this will need to be fully funded.

## **Becoming a Sponsor . . .**

### ***How is the Direct Access Service funded?***

The Direct Access Service is funded by a sponsorship program. A strong sponsorship base is essential so that the service can continue to operate. Additional or increased sponsorships will assist with broadcast development, production and distribution and also enable the Direct Access service to expand in the future.

### ***How do I become a Sponsor?***

Please refer to the Sponsorship Brochure which can be downloaded from the website or sent out to you. Complete the form in the brochure, selecting your preferred level of sponsorship, and return it to address below. By becoming a sponsor you are enabling the costs of the Direct Access Service to be covered and making a contribution to help materials development, production and distribution.

### ***Is there a minimum amount I should contribute?***

Recommended Basic Level Sponsorship is A\$65 per month for individuals and A\$85 for households. Requested Community group sponsorship is A120+.

### ***Is more than basic support needed?***

Yes. To expand broadcasts from present levels and support the development of broadcasts and other materials additional financial support is needed. Additional amounts of sponsorship will make an enormous difference.

### ***Will any of the events be broadcast live?***

Currently, broadcasts are not usually live.

### ***Do I own the equipment myself?***

Yes, once you purchase the equipment, you will be the owner.

### ***Can I view other Satellite services with my dish and receiver?***

Our service provider, GlobeCast, has a very limited number of free to air channels operating from the same satellite transponder. These currently include Turkish radio and television and Tzu Chi (Chinese) TV. TV Asia (Hindi) is also available as a subscriber service. You will not however receive the commercial channels operating on Optus B3 with this equipment as their services are encrypted.

### ***Current difficulties viewing ABC/SBS?***

If you purchase the upgrade Humax Receiver and associated Aurora V1.8 smartcard, you can also receive SBS and ABC services, as well as some music channels via satellite. If you cannot currently receive SBS or ABC this upgraded receiver offers good value. The extra cost of the upgrade model (around \$A400) is likely to be cheaper than installing a large antenna.

### ***What if I have a satellite dish and receiver already installed?***

If you own the dish and receiver, fine. Your dish may need to be realigned to Optus B3, and the receiver tuned to the GlobeCast service. To receive regular updates and programming information you will need to become a Sponsor. If the receiver is owned by a PayTV Company, then you may not be permitted to retune it to receive GlobeCast broadcasts.

### ***Is the equipment easy to use?***

Yes, particularly if you have a professional installer do the set-up. They will mount the dish, run the cable, install the receiver, tune it, and ensure you are on the right frequency. It's then as easy as changing TV channels.

### ***How long is this technology expected to last?***

Satellite technology is commonplace and is unlikely to be superseded for many years. High speed Internet technology is rapidly evolving, and may eventually be able to provide widespread high quality video.

### ***Can I record the incoming satellite signal?***

Yes, you are welcome to record the signal to replay at your own household at a more convenient time. As all broadcasts are copyrighted it is NOT permitted to show recordings at any other location without authorisation. On request however, a "designated downlinker" may be authorised to downlink on behalf of a community.

### ***What size dish do I need?***

The Technical Specifications provide details of the recommended dish sizes. A 65cm dish works well in the major Australian cities, but reception cannot be guaranteed during heavy rain. In most other areas, in Australia and New Zealand, 80cm to 1 metre dishes will ensure good reception, even in inclement conditions.

We recommend you consult with your Local Satellite Equipment Supplier/Installer. They will know what size dish is best to receive the Optus B3 satellite signal in your location. The Installer may be able to provide a demonstration to reassure you that their recommended size dish will work.

### ***Does the equipment have a warranty?***

The equipment from Melbourne Satellites has a 12 month warranty. This does not cover storm damage or damage caused by misuse or incorrect installation. If you are offered equipment that does not have a similar warranty, be careful.

## **Contact Information (Australia)**

### **General Enquiries and Sponsorship Queries:**

PO Box 521 Toowong, Qld 4066, Tel: (07) 3379 9530 or Fax: (07) 3379 9490, or Email: [elan@gil.com.au](mailto:elan@gil.com.au) or the Website: [www.elanvital.com.au](http://www.elanvital.com.au)

**Do-it-Yourself Enquiries:** Elmars Krausz (preferably via FirstClass or regular email): [krausz@rsc.anu.edu.au](mailto:krausz@rsc.anu.edu.au) Tel (AH): (02) 6251 9570, Mobile 0413 393 133

### **Australian Satellite Contacts:**

Dawn Rees (via *FirstClass* or regular email): [dawnr@vla.vic.gov.au](mailto:dawnr@vla.vic.gov.au) Tel (AH): (03) 9523 6464

Greg Dee (via *FirstClass* or regular email): [gregdee@channel31.org.au](mailto:gregdee@channel31.org.au) Mobile: 0408 398 000