

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Additional Estimates Hearings February 2016
Communications Portfolio

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Question No: 129

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Hansard Ref: Written, 22/2/2016

Topic: FTTN - Professional Installation

Senator Urquhart, Anne asked:

(a) Referring to NBN Co's FTTN product:

NBN Co's "Operations Manual"—Version 2.12, effective 6 January 2016—states on page 103 that NBN Co can provide a professional installation, but that it is QUOTE "optional."

Telstra indicated in its half year 2016 results presentation that "two thirds" of its customers were taking up the self-install option (see below).

For how many premises in the FTTN footprint has NBN Co provided a professional installation to date?



(b) NBN Co indicated during the February Senate Estimates hearing that NBN Co's network boundary is the first socket in the premises. Can RSPs install a central splitter independently, without notifying NBN Co? If so, how many central splitters have been installed by RSPs, in addition to the professional installs provided by NBN Co?

(c) As of the most recent date for which data is available:

- i. Set out NBN Co's total FTTN premises activated;
- ii. As of the same date, the total number of professional installs provided by NBN Co; and
- iii. As of the same date, and if applicable, the total number of central splitters installed by RSPs in NBN Co's FTTN footprint.

(d) NBN Co's wholesale Price List, Version 2.6, effective 1 December 2015, indicates that the cost of a professional installation is minimum \$160 if done at the time of a standard installation, and minimum \$235 if it is done "not at the time of a standard installation."

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- i. How many professional installations “at the time of a standard installation” has NBN Co provided to its customers in the FTTN footprint?
 - ii. How many professional installations “not at the time of a standard installation” has NBN Co provided to its customers in the FTTN footprint?
 - iii. NBN Co indicated to its customers in 2015 that these charges have been capped at \$160 and \$235 respectively. For how long will they be capped?
 - iv. How much revenue has NBN Co earned from professional installations in the FTTN footprint in total?
- (e) For those in NBN Co’s FTTN footprint who elect not to have a central splitter installed, is self-install the only option?
- (f) NBN Co’s Ethernet Bitstream Service Product Specification states that: “where the PIR is expressed as a range for a particular bandwidth profile: (i) the maximum data throughput at the UNI used to serve the relevant Premises may peak anywhere in that range; and (ii) may reach a PIR within that range only once during a 24 hour period. Does this mean that in the case of the FTTN AVC TC-4 25-50mbps and 25-100mbps products, download speeds need only get to 25mbps once in 24 hours for NBN Co to satisfy its obligations under its Wholesale Broadband Agreement for the supply of these products?”
- (g) Does a professional installation, or lack of it, have any effect on NBN Co’s obligations to its customers under the WBA? (i.e. does NBN Co provide different service level assurances in terms of line speed (PIR or CIR), in cases where a professional installation does take place at the end user premises, compared to when it doesn’t)?
- (h) During the estimates hearing of 9 February 2016, nbn co executives were unable to answer some rudimentary questions about the FTTN activation and installation process, despite indicating that they were aware of the large number of FTTN complaints. Why?

Answer:

- (a) 46
- (b) nbn does not have visibility of central splitter installation nor internal wiring remediation performed by third parties.
- (c) (i) End of February 2016, Fibre-to-the-node Services Activated 23,232.
(ii) 46.
(iii) See answer to b).
- (d) (i) 36.
(ii) 10.
(iii) Current waiver on the variable component of the charge has been extended to October 2016 and will be further extended.

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- (iv) \$8,110.
- (e) If required, a central splitter must be installed by an appropriately registered technician as per Australian standards.
- (f) As stated in the Wholesale Broadband Agreement (WBA), if the Access Virtual Circuit (AVC) does not peak between the Peak Information Rate (PIR) range once in a 24 hour period, the service is considered faulty and a trouble ticket needs to be raised. If the issue causing the degraded performance is found to be the nbn network then nbn will perform the necessary works to bring the service up to meeting the PIR objectives.
- (g) No. nbn will respond to a speed fault regardless of the installation of a central splitter. The rectification of the issue however may require the installation of a central splitter if premises wiring, external to the nbn network, is found to be the cause of the performance issue.
- (h) These questions were taken on notice.