

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Additional Estimates Spill-over Hearing March 2017**

**Communications Portfolio**

**NBN Co Limited**

**Question No: 342**

**NBN Co Limited**

**Hansard Ref: Page 67, 24/03/2017**

**Topic: Letter to RSPs**

**Senator O'Neill, Deborah asked:**

**Senator O'NEILL:** So there is nobody overseeing that process? There is no entity of government that is overseeing the communication lines between the RSPs and the NBN, which is causing all of these multiple problems for the community?

**Senator Fifield:** The NBN has staff who talk to the RSPs every day. Account managers are liaising with the RSPs every day. So it would not be correct to characterise the NBN as not talking to RSPs. That is just not correct.

**Mr Morrow:** And, Senator, as we have talked about many times, I think this is really important for the industry to step up to. There is no one single company that can solve the problems that you are bringing up here in the committee. We, NBN, have just recently sent a letter out to all of the CEOs of the retailers, asking them to engage in a collaborative approach with NBN to address this issue, and I can tell you I have been overwhelmed with the positive response coming back from each of these retailers' chief executives: 'I will put the resources on this; let's fix this together to make sure that it is better.' We are happy to share that letter that we sent with you, if so requested. But the good news here—

**Answer:**

A recent letter that was sent by Mr Bill Morrow to nbn RSPs in relation to engagement in collaborative approach had the following content:

Begin letter:

“Dear [name],

Together, we have already achieved some major milestones in bringing super-fast broadband to Australia. We are fast approaching 2 million homes with active nbn services and more than 30,000 new homes and businesses are being connected every week.

Retail Service Providers, **nbn** and Service Delivery Partners are scaling to meet this challenge and we have several collaborative initiatives underway to improve processes and end user (EU) satisfaction. While we are heading in the right direction and steadily improving the majority of Service Levels including **nbn** Activation performance, the EU satisfaction is trending down. We are hearing many instances where EUs have to bridge the gap between us and our partners, investing high effort to achieve the outcome they expect from their service. We believe this indicates a greater need for collaboration if we are to provide a positive experience for all.

As a result, and based on RSP, End-User feedback and global best practice, **nbn** has embarked on a strategic program of work to redesign the Future of Customer Experience; Program FoCX. Our

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Additional Estimates Spill-over Hearing March 2017**

**Communications Portfolio**

**NBN Co Limited**

over-arching aim for Program FoCX is to enable a seamless, consistent connection with minimal disruptions for end users, creating a step change in satisfaction.

In order to reach our objectives, we would like to work together in genuine partnership. We invite you to confirm your organisation's participation in a Discovery Webcast at the end of March, and would greatly appreciate you nominating a person to lead the activity and work with us. We would welcome the opportunity to brief you and your nominated lead directly, and will use the Discovery Webcast to confirm the current-state issues and pain points from you and End Users, plus highlight the key focus areas for defining the future state.

Following the Discovery Webcast, your **nbn** account teams will be in touch to confirm your team's participation in defining the future state.

We look forward to collaborating with you on this exciting program to create significant value for you, **nbn** and our end users.

**Bill Morrow**  
**Chief Executive Officer**

“

End letter