

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: 362

NBN Co Limited

Hansard Ref: Written, 31/03/2017

Topic: Corporate Plan - Advocacy

Senator Urquhart, Anne asked:

On page 13 of the NBN 2017 Corporate Plan, you refer to a 75 per cent Advocacy for Fixed Wireless. What is the equivalent figure for Fibre to the Premises, Fibre to the Node, HFC and Satellite?

Answer:

The following table specifies advocacy scores , which is a measure of users who have already recommended the nbn network to family, friends or colleagues. For clarity, the complement of this score (e.g. 25% in the example put forward in the question above) does not represent people dissatisfied with their experience; they simply have not proactively recommended it. This measure is reflective of end-user experience across both the RSP and nbn networks.

Product	February 2017 Advocacy
Fibre to the Premise	61%
Fibre to the Node	41%
HFC	46%
Sky Muster (Satellite)	49%