

Budget Estimates 2017–18

Communications and the Arts Portfolio – Wednesday, 24 May & Thursday, 25 May 2017

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1.	1.1	Urquhart	Late QoNs – Cause of delay	<p>Senator URQUHART: Okay. What I wanted to know is what really is causing the delay. You said that you talked to each agency, or you sent them a reminder on 6 April. In terms of your tracking, can you provide us with the details of when you sent NBN Co—because that is where most of the problems lie. Can you send us details around when you reminded NBN, on how many occasions, whether you got a response or not and when the department actually received those responses back.</p> <p>Ms Talbot: I will have to take that on notice.</p> <p>Senator URQUHART: I am sure. That would be great. If we can have all the details around that, that would be appreciated, so that at least we can then try to work out what is causing the delay and who is ultimately responsible for that delay. Who is ultimately responsible for the delay? Is it the department, is it the minister's office, is it NBN—who is it?</p> <p>Ms Talbot: As someone mentioned before, there is a complexity in some of the questions that are being asked and that is taking a longer time. With the spill-over, too, we had four fewer weeks to get those questions through. I think that also probably contributed to some of them coming in late, although I am not suggesting that as an excuse. We try to work cooperatively with the portfolio agencies from the department to try to get things through, as possible. As for where the actual blockage is, I could not say exactly where it is, because we are trying to follow up regularly to try to get the QONs through as quickly as we possibly can.</p> <p>Senator URQUHART: Who is ultimately accountable for timely delivery?</p> <p>Ms Talbot: Obviously the department is responsible for getting the QONs to the minister's office to enable the clearance and then subsequently the tabling of those.</p> <p>Senator URQUHART: I think I have made my point, but if we can have that information that would be useful. I just note that the spillover estimates has its own due date for QONs, so that is a separate date from what it is for the other estimates.</p>	Page 4-5 24/5/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>...</p> <p>CHAIR: To conclude on that, in addition to Senator Urquhart's comments, I do want to work with the department to find a way forward, but in addition to the information that Senator Urquhart has asked for I think it would be very helpful if you could also go back and give us an idea of whether you are still dealing with the same number and the same complexity of questions, timeframes and things like that. If you could provide that context as well, that might give us a better understanding—taking the political rhetoric and flourish out of it, having a look at what the situation is, and then we can make some assessments from there.</p> <p>Senator Fifield: I was just advised there were 295 questions on notice from the first hearing and 117 from the spillover, so it was 412 questions in total.</p> <p>CHAIR: Could we put that in—I know one of them had 36 different parts to it. I think you have got the point, Secretary. If you could come back to us on that, that would be appreciated. I will now invite general questions of the department.</p>		
2.	1.1	O'Neill	QoNs lodged on 23 May	<p>Senator O'NEILL: Just before I go to that, the 106 questions we got last night—Minister, when did you get those answers on your desk?</p> <p>Senator Fifield: I will have to check it.</p> <p>Senator O'NEILL: Would you be able to find out today?</p> <p>Senator Fifield: I will check.</p>	Page 5 24/5/2017	
3.	1.1	O'Neill	USO Taskforce	<p>Senator O'NEILL: Of 80 people, four or five have been allocated to this task, or you have brought in new people?</p> <p>Ms Sullivan: At the moment. The process we are going through—as Mr Robinson said, we have three or four internals currently, the core part of the task force. We have an officer coming over from Prime Minister and Cabinet starting next week, who will be leading the task force. We have run an internal expression of interest, so we have also staffed up with a couple of internals within the department. That is how we have got up to four or five. We will also start a scoping exercise, once we have the officer on board who is leading the task force, over the next couple of weeks, which will be scoping out the amount of work, and we will staff up on the basis that.</p> <p>Senator O'NEILL: In anticipation of that scoping exercise, could you give us an indication of what that will be—a description of the scope?</p>	Page 6 24/5/2017	

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				<p>Ms Sullivan: I would see it as sitting down and looking at—it is a substantial piece of work that needs to be undertaken. It is looking at taking the Productivity Commission recommendations, looking at the streams of work that need to be done underneath that— what a government response would look like to implement the report.</p> <p>Senator O'NEILL: Any further detail that you can provide in writing on that would be much appreciated, as soon as possible.</p>		
4.	1.1	O'Neill	New Branch	<p>Senator O'NEILL: The minister indicated that the department has established a new branch focused on specifically on broadband consumer issues, but that new branch does not seem to be shown on the organisational chart that was provided in QON 310. Could you run through the functions of the consumer branch?</p> <p>Ms Balzary: The new consumer branch was established in the restructure that Mr Robinson referred to earlier a couple of months ago. Essentially we wanted to make sure that we have a specific area of the department that is focusing on consumer issues across the NBN and working alongside our NBN shareholder relationship branch and ensuring that we are across consumer issues as they arise. Essentially the branch has been formed from the team that was previously working on issues relating to specifically migration issues on the NBN, and we are also developing—</p> <p>Senator O'NEILL: How many people were in that branch?</p> <p>Ms Balzary: There were 15.</p> <p>Senator O'NEILL: I might get you to provide also a graphic of this if you can, following on. But just quickly take me through it.</p> <p>...</p> <p>Ms Balzary: We have freed up resources—we are probably looking at about three or four focusing on that side of the work and then we need to look in the longer term at what the scope of the work might be, and therefore we might consider in the longer term how we further resource that. It is an absolute priority for us.</p> <p>Senator O'NEILL: I would really like to get a specific understanding of what each of these ones are. We are here for a long time today, so if you could give me a much more fleshed out version than is available about what is going on in each of those sections, that would be very important. Also, could I just</p>	Page 8-9 24/5/2017	

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				<p>go to the minister's speech on 10 April with regard to the restructure. Again, to clarify whether the branches and associated functions were actually within the infrastructure group previously—I want to see what is new, what has changed, what has actually changed in terms of purpose and also what additional resources have been allocated, because currently the experience of consumers is completely frustration.</p> <p>Ms Balzary: Essentially what we have done is there were two branches that previously had some consumer responsibility sitting in what was previously a consumer division. Acknowledging that there is a significant focus on NBN related consumer issues, what we have done is move those two branches into be aligned with our NBN implementation branch that manages the shareholder relationship with NBN and also our regional branch. So all of the branches in my division have some responsibility for consumer related issues. We feel that that is a better alignment of those functions.</p>		
5.	1.1	O'Neill	<p>Migration Assurance framework - Monitoring</p>	<p>Senator O'NEILL: How is what you have just described to me different from what you have been doing previously? If you were doing that before, how is this new?</p> <p>Dr Smith: There is always ongoing coordination and consultation with all of those agencies. Given the exponential rollout now and with more users coming online, as you have outlined, some of the consumer experiences have been suboptimal, to say the least. We can take you through all the initiatives that are going on within all of those bodies. My point is that it is very important that there is enhanced coordination from where we have been, and the minister has asked us to do that.</p> <p>Senator O'NEILL: Can I go to my original question, which was what are you actually going to monitor?</p> <p>...</p> <p>Senator O'NEILL: Could you take on notice to clearly indicate in some form that is easily legible what monitoring you were doing previously and what has changed in terms of what you monitor now—because it sounds like it is a lot of the same but probably you are doing it a bit more. Can you clarify for me that you have no additional staff but you have changed the focus of the staff—the 70 that you employ—and this has become more of a priority for them. And what is changing over the next three months? If this is the year of</p>	<p>Page 11-13 24/5/2017</p>	

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				<p>the consumer, what are you going to be doing that is so different from what has been failing? That is what I want to see, and I do not see change; I see more of the same, from what I heard today. It is good that those things are happening, but if that is what has been happening then the consumer experience certainly has not been benefiting from it really. So what is going to change to actually improve the experience? That is what I want to understand. What are you monitoring?</p> <p>Ms Balzary: Okay.</p> <p>CHAIR: On that, can I ask for a bit more information. Could you also provide information on the causes of—you are obviously doing an analysis, because you said there are multiple reasons and multiple different consumer issues. Could you list those out but say who is responsible? One of the things we have heard here through the department and NBN in the past is that one of the biggest causes of complaints is not actually from NBN but from the ISP providers and some of the complaints around that. Do not go to too much effort, but if you could just pull it together to give us an idea of where some of these problems are that you are facing and then how all of these programs and agencies you are bringing together tackle them, just to give us that complete picture, that would be very helpful.</p>		
6.	1.1	O'Neill	Labour Hire	<p>Senator O'NEILL: Do any of these labour hire companies use Plutus?</p> <p>Ms Talbot: I will have to take that on notice. The department certainly does not use Plutus but whether there is an indirect—if any of those hire companies are using Plutus—I would have to take that on notice.</p> <p>Senator O'NEILL: Have you undertaken any investigation into that in the last 48 to 72 hours?</p> <p>Ms Talbot: I have asked my HR area to have a look at existing contractors to see whether any of our staff—</p> <p>Senator O'NEILL: Would you be able to get a response to us by the close of the day?</p> <p>Ms Talbot: I will endeavour to do that, Senator.</p>	Page 13 24/5/2017	
7.	1.1	O'Neill	Labour hire – Training and Security	<p>Senator O'NEILL: I might come back to that later today, so hopefully you will be able to find an answer to that question. Under the labour hire practices, do those staff receive as much training and security clearance as permanent staff?</p>	Page 14 24/5/2017	

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				<p>Ms Talbot: Certainly we have certain security requirements and we do induction with our staff when they come on board.</p> <p>Senator O'NEILL: Is it the same induction process and the same level of training?</p> <p>Ms Talbot: It is the same induction process. Obviously when we generally use contractors we are looking for people with specific skills—that they actually have those skillsets.</p> <p>Senator O'NEILL: So less training?</p> <p>Ms Talbot: It does not mean that they do not get training. I would have to take that on notice. It would really be on a case-by-case basis on what was required.</p> <p>Senator O'NEILL: And what about security clearance?</p> <p>Ms Talbot: Certainly there are a lot of roles where a security clearance is required. Again, I would have to look at each of those individuals to see what clearance was required. But, yes, clearances are usually required for a lot of roles in the department.</p> <p>Senator O'NEILL: Do temporary staff have access to the same systems and databases as full-time staff?</p> <p>Ms Talbot: They have access to a lot of systems. Some of our systems not all staff would have access to. It depends on, again, the level of clearance.</p> <p>Senator O'NEILL: Is that the concern from a security point of view?</p> <p>Ms Talbot: I really need to take that on notice to have a look at the details of the staff that we have got. Generally we do not put people in roles that do not have the requisite security clearance to do the job.</p> <p>Senator O'NEILL: So we can be absolutely confident that the data that these temporary workers are accessing is not compromised?</p> <p>Ms Talbot: I will need to take that on notice to look at what people are actually accessing. But, as I have said, we do not put people in roles to access information that they do not have an appropriate clearance for.</p> <p>Senator O'NEILL: And you are confident that there are no breaches of security?</p> <p>Ms Talbot: We have not had any breaches of security to my knowledge.</p>		
8.	1.1	Chisholm	Women's sport	Senator CHISHOLM: Is that 70 per cent figure that I think Mr Eccles mentioned minutes or viewers?	Page 15 24/5/2017	

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				<p>Mr Eccles: I would need to check the source. It was research undertaken by the Australian Sports Commission. My understanding is that 70 per cent of women's sports events are shown on the subscription platforms.</p>		
9.	1.1	Chisholm	Gambling Advertising	<p>Senator CHISHOLM: Will it reduce the amount of gambling advertising on TV—the amount of money spent on gambling advertising on TV? Senator Fifield: It will absolutely reduce the amount of money spent. That is our view and that is the clear view of the broadcasters. You only need to ask them. Senator CHISHOLM: Has there been work done as to how much money that will be? Senator Fifield: We had a range of inputs into taking this decision. Obviously some of those were commercial in confidence. Senator CHISHOLM: Because of the link to the licensing fee that we talked about earlier? Senator Fifield: We look at the effect of the decisions. Senator CHISHOLM: Has that been from an advertising revenue point of view for the TV companies? Senator Fifield: A range of the factors that government takes into account. Senator CHISHOLM: Was the analysis done in terms of minutes that the ads would be on air or was it done in terms of revenue? Senator Fifield: Revenue was something that was taken into account. Senator CHISHOLM: What is the estimation of how much that would be reduced? Senator Fifield: I think that is something that we would probably want to take on notice. As I said, when consulting with industry there was a range of information which was provided, some of which is commercial in confidence. That is something I think we would need just to take back to check that we were not breaching anything.</p>	Page 19 24/5/2017	
10.	1.1	Chisholm	Gambling Advertising – Online platforms	<p>Senator CHISHOLM: My understanding is—and you might have to correct me on this, Minister—that there is a proposal that this would also apply to online platforms as well. Senator Fifield: That is right. ... Senator CHISHOLM: How do you envisage that it will actually be</p>	Page 20 24/5/2017	

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				<p>enforced?</p> <p>Mr Eccles: Through legislation. There are some things that are through legislation around other restrictions. I am not suggesting we will go there, but we might look at how we are doing tobacco restrictions on advertising in the online world as well. So we will have a look at those. It is a little bit too early to go into detail, but I would expect that, by the time of our next hearing, we will have a lot more detail and a lot more advice from the people who are experts in legislation.</p> <p>Senator CHISHOLM: What about how much it will cost?</p> <p>Mr Eccles: In terms of regulating?</p> <p>Senator CHISHOLM: Yes—and enforcement.</p> <p>Mr Eccles: That would be a matter for the ACMA to talk to. I do not have that information. We could take it on notice.</p>		
11.	1.1	Chisholm	ACMA review – Recommendation 19	<p>Senator CHISHOLM: Just going to recommendation 19, Minister, when will you provide ACMA with your first statement of expectations?</p> <p>Senator Fifield: That is something that we will take on notice.</p>	Page 43 24/5/2017	
12.	1.1	Chisholm	ACMA review – Draft v Final Report	<p>Senator CHISHOLM: How many recommendations did the draft report have?</p> <p>Ms Sullivan: My understanding is 27.</p> <p>Senator CHISHOLM: Did any of those change between the draft report and the final report?</p> <p>Ms Sullivan: I will take that on notice. I am sorry. I was not working closely on the review at the time. I would prefer to double-check that. My understanding is, no, but I will check that.</p> <p>Senator CHISHOLM: Thank you.</p>	Page 45 24/5/2017	
13.	1.1	Urquhart	NBN Electorate Briefs – QoNs on time to MO	<p>Senator URQUHART: I have some questions around NBN electorate briefs. Can you advise whether responses to questions on notice 314 to 321 were provided to the minister's office by the due date?</p> <p>Mr Madsen: The responses were provided over a range of dates. I would have to go back and check the record to confirm what dates they were provided.</p> <p>Senator URQUHART: Can you check that for me. It was specifically 314 to 321.</p> <p>Mr Madsen: Yes.</p>	Page 45 24/5/2017	

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14.	1.1	Chisholm	USO footprint	<p>Senator CHISHOLM: In terms of the primary USO footprint, where is it not commercial to provide voice services and how much of the NBN rollout is complete in those areas?</p> <p>Mr Robinson: You have asked a very hard question. An indirect element of the USO arrangements is the so-called continuity obligation, and that is that Telstra will provide copper based services for the last seven per cent, which is broadly a fixed wireless and satellite footprint. That is part of the obligation. Arguably some other parts of their network are possibly non-commercial as well.</p> <p>You have asked about voice services. As the Productivity Commission included in their draft report, voice services are available on NBN fixed wireless services. They are available, of course, on mobile services, which cover a large part of the country. There is discussion about how adequate a voice service is on satellite. Generally there are concerns that NBN satellite voice services, to the extent they are available, actually are not an adequate service. The satellite was not designed for that. What I am trying to say is there are patches of coverage of various types of technologies and services, and all of that would need to be assessed and provided for in any arrangement to change USO obligations.</p> <p>Senator CHISHOLM: It obviously was a detailed question. Can you provide any further information on that on notice?</p> <p>Mr Robinson: Certainly.</p>	Page 47 24/5/2017	
15.	1.1	Chisholm	USO delivery – Technologies used	<p>Senator CHISHOLM: In terms of technological change, are you able to detail to me what different technologies Telstra uses to deliver its USO than probably it once did when it was first agreed upon?</p> <p>Ms Sillieri: That is something that I would like to take on notice, but traditionally they use whatever they need to use to deliver a service in an area. It is often depending on the topography of an area, the technology that is available and how remote that area is. I am happy to take that on notice and get you a more detailed answer.</p> <p>Senator CHISHOLM: How many premises receive a standard telephone service supported by a USO subsidy?</p> <p>Ms Sillieri: Again, that is something that I would need to take on notice.</p> <p>Senator CHISHOLM: Following on from that, does the department know</p>	Page 48, 49 24/5/2017	

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				<p>where these homes are and how they are distributed or is it just one figure covering the whole of the country?</p> <p>Ms Silleri: We would not have specific geographical information. We would have a broad understanding of pockets, but we would not have that specific information.</p> <p>Senator CHISHOLM: Does the department have any insight as to what the premise cost of maintaining each of these technologies is?</p> <p>Mr Robinson: We would have to take that on notice. There was some information in the draft Productivity Commission inquiry report. I just cannot recall what it was. I believe there is information on that in the final report for when it is released.</p> <p>Senator CHISHOLM: I understand that you might not have the geographic information, but can that be obtained?</p> <p>Ms Silleri: I am not sure it could be obtained on a premises-by-premises basis. We will take that on notice and I will find what detail we are able to get to you.</p> <p>...</p> <p>Senator CHISHOLM: What is the respective network reliability of each of those technologies that are in place in terms of uptime?</p> <p>Mr Robinson: I would have to take that on notice.</p> <p>...</p> <p>Senator CHISHOLM: Is access to these USO voice services currently the same price across the different technologies?</p> <p>Ms Silleri: My understanding is on the whole, yes. There may be some situations where quite difficult circumstances are encountered and there may be additional costs to deliver a specific type of adjunct to a service, but on the whole it would be the same price. That is the nature of the USO.</p> <p>Senator CHISHOLM: I understand the definition of what constitutes a standard telephone service is currently set out in the TCPSS Act. Can you explain to me how that definition interacts with the USO contracts that are currently in place?</p> <p>Ms Silleri: I do not have the definition to hand. I would prefer to take that on notice. I can come back to you later.</p> <p>Senator CHISHOLM: If this definition were changed, what impact would</p>		

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				<p>that have on the current contractual arrangements? Ms Silleri: We will take that on notice for you.</p>		
16.	1.1	Chisholm	USO services – Surveys to measure satisfaction	<p>Senator CHISHOLM: Are you aware of any surveys to measure the satisfaction of consumers with their telephone voice service across the different technologies? Has the department pursued some form of feedback in this regard? Ms Silleri: The department, to my knowledge, has not commissioned any surveys on satisfaction with the delivery of service, but I do understand that the Communications Alliance, which is the industry body for the telecommunications industry, regularly publishes a survey of consumer satisfaction with service. I am not sure whether it goes into technology by technology, but that is something we could get for you. They do consider the consumer satisfaction with a range of issues relating to service. It is not just about the Telstra USO services, though. Senator CHISHOLM: That might be something you can take on notice. Ms Silleri: Yes.</p>	Page 48-49 24/5/2017	
17.	1.1	Urquhart	Regional Broadband levy – instigation date	<p>Senator URQUHART: Can I confirm that this process was first instigated in May 2015 when Malcolm Turnbull was the communications minister? Is that correct? If it is not, then when was it introduced? Mr Robinson: The background of this includes the Vertigan panel review of regulatory arrangements. Senator URQUHART: When was it first instigated? If it was not in that period, when was it? Mr Robinson: I believe there was a government policy statement on regulatory matters released at the end of 2014. Senator URQUHART: At the end of 2014 there were some regulatory statements published? Mr Robinson: There was a policy paper released, which was really the government's response to the Vertigan panel work, and then there was a process undertaken about consultation on the regional broadband scheme. Senator URQUHART: When did the process start? Mr Robinson: I would have to take that on notice for precise dates. Senator URQUHART: I do not need precise dates. I said May 2015. Is that correct?</p>	Page 50-51 24/5/2017	

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				<p>Mr Robinson: I do not know what that date refers to. There was work happening right across that period, including—</p> <p>Senator URQUHART: You do not know what May refers to, but can you tell me when that process was first instigated?</p> <p>Mr Robinson: Which process?</p> <p>Senator URQUHART: The process in May 2015. The process around this draft legislation.</p> <p>Senator Fifield: The exposure draft legislation, from memory, came out in December 2016.</p> <p>Mr Robinson: Yes, that is correct.</p> <p>Senator Fifield: That is when the exposure draft legislation came out.</p> <p>Senator URQUHART: That is the exposure draft?</p> <p>Senator Fifield: Yes.</p> <p>Senator URQUHART: But when was it first instigated?</p> <p>Mr Madsen: As Mr Robinson has indicated, the need for a sustainable funding mechanism for NBN's fixed wireless and satellite services was first identified when the government responded to the Vertigan review in December 2014 and it published a policy statement called the Telecommunications Regulatory and Structural Reform paper. Since that time there have been two rounds of consultation by the department's Bureau of Communications Research, which looked at the cost of maintaining NBN's satellite and fixed wireless services and what options were available for finding a funding source for those networks.</p> <p>Senator URQUHART: So, May 2015 is when the government released its paper on funding options for a broadband tax?</p> <p>Mr Madsen: I would have to check the date, but if that is one of the papers that was released by the Bureau of Communications Research that could be the case.</p>		
18.	1.1	Urquhart	Tax on broadband – Financial Model	<p>Senator URQUHART: Is it correct that this approach, if implemented, would presumably tax 4G and 5G wireless services?</p> <p>Mr Madsen: No, that is not correct. Mobile networks are not currently within the scope of the regional broadband scheme.</p> <p>Senator URQUHART: So, they are not within that?</p> <p>Mr Madsen: The communications industry changes over time, and</p>	Page 52-53 24/5/2017	

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				<p>government has indicated that at an appropriate time it would conduct a review of the scheme, perhaps after four or five years, to see how the market was changing. At that time you would reconsider what services were providing equivalent services to NBN.</p> <p>Senator URQUHART: In relation to the document that I asked you to table—and you said you could provide that—is that a financial model? Or is it a report that has a discussion about financial figures?</p> <p>Mr Robinson: My recollection is that it is a report, and associated with the report, which I think we can provide, is the methodology, but it is not the actual financial model.</p> <p>Senator URQUHART: Are you able to table the underlying financial model?</p> <p>Mr Robinson: We will have to take that on notice.</p> <p>Senator URQUHART: Has anyone else outside the department seen that financial model?</p> <p>Mr Robinson: I would have to check that. I cannot recall.</p> <p>Senator URQUHART: So, you will provide that and you will take the other one on notice?</p> <p>Mr Robinson: Yes.</p> <p>Mr Madsen: Yes.</p>		
19.	1.1	O'Neill	Legislation change – mobile Broadband tax	<p>Senator O'NEILL: And under what authority would that occur? Who would be charged with implementing that?</p> <p>Mr Madsen: The parliament would have to amend the legislation.</p> <p>Senator O'NEILL: Which agency would be responsible?</p> <p>Mr Robinson: Ourselves with ACMA, because they are the revenue collection entity.</p> <p>Senator O'NEILL: With ACMA?</p> <p>Mr Robinson: Yes.</p> <p>Senator O'NEILL: Would any other agency be engaged in this process?</p> <p>Mr Madsen: The ACCC also has a role in calculating the number of eligible lines and they could also be asked to give a view about changes within the industry.</p> <p>Senator O'NEILL: Will they be enabled, by this legislation, to have some say in this?</p>	Page 57-58 24/5/2017	

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				<p>Mr Madsen: I would have to take that on notice. I just cannot recall exactly the provisions in the bill at this stage.</p>		
20.	1.1	Urquhart	Audio Description Service	<p>Senator URQUHART: I have a few questions around the audio description area. Given the history of bipartisan support for the audio description program, can you tell me the government's current stated position on the provision of audio description, and does it have funds quarantined to increase access to audio description services?</p> <p>...</p> <p>Senator URQUHART: Are the terms of reference in the scope?</p> <p>Ms Silleri: I will just give you an overview of that. The working group will look at options to sustainably increase—</p> <p>Senator URQUHART: Are you able to provide this on notice?</p> <p>Ms Silleri: Yes, certainly.</p> <p>...</p> <p>Senator URQUHART: How is the working party funded?</p> <p>Ms Silleri: It has been funded as part of our departmental work.</p> <p>Senator URQUHART: Can you tell me how much funding has been allocated?</p> <p>Ms Silleri: It has not been a specific amount allocated at this time. It is part of the work program from my branch. It is something I can provide to you on notice.</p> <p>Senator URQUHART: So it is out of your area?</p> <p>Ms Silleri: Yes.</p> <p>Senator URQUHART: If you can provide that detail on notice.</p> <p>Ms Silleri: Yes.</p> <p>...</p> <p>Senator URQUHART: So, understanding that the ABC has undertaken initial costings associated with a permanent audio description service, and this is seen as commercial-in-confidence, what is the scope of the service within which the costings have been undertaken?</p> <p>Ms Silleri: I do not have that information. I would have to take that on notice and seek it from the ABC.</p> <p>Senator URQUHART: If you could take that on notice that would be great....</p>	Page 60 24/5/2017	

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21.	1.1	Urquhart	Base Stations	<p>Senator URQUHART: How many base stations have taken more than one year to build and how many have taken more than two years to build? Can you give me the details for each round? Ms Paterson, I can see you looking to the sky. I am actually happy for you to take that on notice.</p> <p>Mr Paterson: Thank you very much.</p> <p>Senator Fifield: Just to clarify, do you mean from when planning or construction actually commenced or from when a site was announced?</p> <p>Senator URQUHART: That have taken more than one year to be built. So being built I assume is when they start.</p> <p>Senator Fifield: Thank you.</p> <p>Senator URQUHART: If you want to give me further information I would be happy for that. If you could break it up, Mr Paterson, from when they commenced to when they were announced. So if you give me the two dates.</p> <p>Mr Paterson: I can do that. I would just note that the round 1 locations were announced and then we went to a period of actually negotiating the contracts under round 1. There was a period of several months where those contracts were settled. I will provide you with that information.</p> <p>Senator URQUHART: If you can break that down and take it on notice that would be fine.</p> <p>Mr Paterson: I am happy to do that.</p>	Page 63-64 24/5/2017	
22.	1.1	Urquhart	Round 3 – Departments website	<p>Senator URQUHART: Thank you. For round 3 of the program last week, the department's website said that the Australian government has committed an additional \$60 million to a third round of funding. As part of this commitment the Australian government has announced a number of priority locations which may receive funding for a mobile base station under round 3. A competitive process to allocate round 3 funding is expected to commence in 2017. Late last week that was changed and the words about a competitive process are no longer on the website. However, the minister's media release of 9 March 2017 still had this reference to the competitive process. Why did the reference to the competitive process get deleted from the department's website?</p> <p>Mr Paterson: I am going to have to take that on notice. I was not aware those words had been removed. It has every intention to conduct a competitive process. I honestly do not know what happened there. I will look</p>	Page 64 24/5/2017	

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				<p>into it and take it on notice, but the intention is to conduct a competitive process for the allocation of funding.</p> <p>Senator URQUHART: If you could take that on notice.</p> <p>Mr Paterson: Yes.</p> <p>Senator URQUHART: I am also interested in what has changed about the process for round 3 that caused that change in language.</p> <p>Senator PATERSON: As the program administrator, there has been no change in regard to the intention of running a process where you have—</p> <p>Senator URQUHART: So the process is the same?</p> <p>Mr Paterson: You have carriers who will compete for the locations, so you will get a competitive tension per priority location, which is similar to the first two rounds. Even though the locations have been announced, you will still have that competition between the carriers. So it will be a competitive process when we go to market.</p> <p>Senator URQUHART: It just seems strange that it has been removed.</p> <p>Mr Paterson: It is strange and if it has changed I will change it back.</p> <p>Senator URQUHART: You are going to change it back?</p> <p>Mr Paterson: Yes.</p> <p>Senator URQUHART: So it should not have been changed? Is that what you are saying?</p> <p>Mr Paterson: It should not have been changed.</p>		
23.	1.1	Urquhart	Base stations – under cost	<p>Senator URQUHART: Can you tell me how many base stations have come in under cost?</p> <p>Mr Paterson: I would have to take that on notice. Roughly half come in under and half come in over, but I will take that on notice.</p> <p>Senator URQUHART: If you could take that on notice and maybe a bit of detail around where they are.</p> <p>Mr Paterson: Yes.</p> <p>Senator URQUHART: Also maybe the ones that are over, an overspend as well.</p> <p>Mr Paterson: Yes, I can probably do that. It will be a point in time.</p>	Page 68-69 24/5/2017	
24.	1.1	Urquhart	Backhaul Build	<p>Senator URQUHART: You also told the committee that for the backhaul build as part of the program mobile network operators get a discount if they co-locate on a tower. Can you provide details of how often that has occurred</p>	Page 69-70 24/5/2017	

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				<p>and the approximate level of the discount?</p> <p>Mr Paterson: I can tell you some of that right now, but there are other bits I will need to take on notice. The way it is structured under the funding deeds is you must offer another carrier discounted backhaul, but they do not have to do it. They could put their own backhaul in or it might be that they have a better national backhaul agreement, for example. I cannot just go through all the co-location towers and say, 'Are you providing discounted backhaul on all of these co-location towers?' I actually have to go to the carriers and say, 'In which instances are you doing that?'</p> <p>The way it actually applies in practice is it is a rental holiday on your normal backhaul costs. I am going to get a little bit technical. I do apologise. The ACCC regulates backhaul on a digital subscriber line, DSL, basis. That is the regulated price. We have something in the program where you must provide a managed lease line service, which is a higher value service that is not regulated by the ACCC. You must provide an MLL service and you must offer it at your regulated DTCS ACCC rate minus the discount we have negotiated under the program. Then the discount is applied through a rental holiday where you basically say in the first year it will be two per cent off what the normal charges would be. If you have a two-year contract, it might be that you get four per cent off and in the third year you might get 10 per cent off. The longer you contract the bigger the discount. That is basically what we have done.</p> <p>Senator URQUHART: How often has that occurred and what is the approximate level of discount?</p> <p>Mr Paterson: I can probably give you the information around the discount level, but how often it has occurred, again, I have to go to the carriers and actually ask. We do not track how often they would actually utilise the backhaul discount. We would need to ask them that question.</p> <p>Senator URQUHART: Are you able to take that part on notice?</p> <p>Mr Paterson: I will take it on notice for you, yes.</p> <p>Senator URQUHART: And the level of discount?</p> <p>Mr Paterson: I can take that on notice. I do not have it with me, but that is in the funding deeds.</p>		
25.	1.1	O'Neill	Broadband	Senator O'NEILL: I have some questions around the broadband monitoring	Page 73	

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			Monitoring Scheme	<p>scheme. Is the broadband speed monitoring scheme a decision of government which the ACCC will implement or is it a decision by the ACCC which the government has agreed to fund?</p> <p>Mr Robinson: It is a decision of government that the ACCC will implement.</p> <p>Senator O'NEILL: On 7 April 2017, Minister, you put out a media release which indicated that the ACCC would receive, if I am correct, \$7 million to undertake the trial over four years—is that correct?</p> <p>Senator Fifield: That is correct. That was in the release.</p> <p>Senator O'NEILL: Budget Paper No. 2 shows \$5.3 million of funding over the forward estimates. There is a bit of a gap there. Can you confirm the missing \$1.7 million has been allocated over 2021-22?</p> <p>Senator Fifield: I will ask officers to talk through the working of the levy arrangements.</p> <p>Ms Spaseski: I will have to double check that for you. I was not aware. The \$1.7 million represents year 1 of funding, which is the 2017-18 year.</p> <p>Senator O'NEILL: I have line 72, an extract from Budget Paper No. 1, which says \$2 million, then \$1.7 million and then \$1.6 million.</p> <p>Ms Spaseski: That is the appropriation to the ACCC?</p> <p>Senator O'NEILL: Yes, but the announcement was \$7 million, and that only adds up to \$5.3 million.</p> <p>Ms Spaseski: I will take that on notice. I will double check that for you.</p> <p>Mr Robinson: We will have to take it on notice. We think there will be an explanation for that. There might possibly be a year, either in the outer year or earlier, but the number is \$7 million.</p> <p>Ms Spaseski: That is right.</p> <p>Mr Robinson: We will have to check why that reads as it does.</p>	24/5/2017	
26.	1.1	O'Neill	Broadband Monitoring Scheme trial - success	<p>Senator O'NEILL: Mr Robinson, when you talked about the trial objectives being to provide consumers with more information about the factors impacting on speeds, is that really the objective of the trial? Is that the sole objective?</p> <p>Mr Robinson: Yes.</p> <p>Senator O'NEILL: Or is the objective to provide consumers with information about the relative speed performance of service providers?</p> <p>Mr Robinson: My understanding is it will include that as well.</p>	Page 75 24/5/2017	

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				<p>Senator O'NEILL: That is what I am trying to get to. What will success look like? Just measuring speed is one thing, but relative speed performance of service providers is quite another.</p> <p>Mr Robinson: Yes. My understanding is it will provide information to consumers about the types of speed experienced across different RSPs and, for example, at different times of the day.</p> <p>Ms Spaseski: Yes, that is right, for peak and non-peak periods as well.</p> <p>Senator O'NEILL: Are you reading from a document there? Is that a public document?</p> <p>Ms Spaseski: The methodology and the details of the program are a matter for the ACCC. I have some notes with me and what we cannot answer we will take on notice.</p> <p>Senator O'NEILL: Could you provide me with a fuller explanation of what exactly it is that you are going to see as success so we can understand what it is that you are attempting to do with this \$7 million that you are taking from the industry?</p> <p>Mr Robinson: Yes.</p>		
27.	1.1	O'Neill	11B repeal	<p>Senator O'NEILL: Following consultation, on what date was a proposal brief to repeal 11B first submitted for a decision to the minister?</p> <p>Mr Mason: I would have to take the exact date on notice.</p> <p>Senator O'NEILL: Would you be able to give me a rough date at this time?</p> <p>Mr Mason: Not really. I think I will just take that on notice.</p> <p>Senator O'NEILL: Was it this year or last year? Can you take a general shot in the dark?</p> <p>CHAIR: I think Mr Mason said he would rather take it on notice.</p> <p>Senator O'NEILL: An approximation?</p> <p>CHAIR: I think you have asked that and he has indicated that he is not willing to speculate.</p> <p>Mr Mason: From memory, the bill was introduced late last year. It would have been some time last year.</p> <p>Senator O'NEILL: Thank you. And you will give me the date on notice?</p> <p>Mr Mason: Yes.</p>	Page 76 24/5/2017	
28.	1.1	Bilyk	Ministerial Functions	In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio since 1 March 2017, can the following	Written 2/6/2017	

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				<p>please be provided:</p> <ul style="list-style-type: none"> • List of functions; • List of attendees including departmental officials, ministerial staff and if members of the Minister's immediate family attended – number of members (names not required); • Function venue; • Itemised list of costs (GST inclusive); • Details of any food served; • Details of any wines or champagnes served including brand and vintage; and • Details of any entertainment provided. 		
29.	a) Department b) ABC c) SBS d) ACMA e) OCeSC f) Australia Post g) AC h) AFTRS i) Bundanon Trust j) CPA k) National Collecting Institutions l) Screen Australia	Bilyk	Departmental Functions	<p>In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies in the portfolio since 1 March 2017, can the following please be provided:</p> <ul style="list-style-type: none"> • List of functions; • List of attendees; • Function venue; • Itemised list of costs (GST inclusive); • Details of any food served; • Details of any wines or champagnes served including brand and vintage; and • Details of any entertainment provided. 	Written 2/6/2017	
30.	a) Department b) ABC c) SBS d) ACMA e) OCeSC f) Australia Post g) AC	Bilyk	Laptops	<ol style="list-style-type: none"> 1. How many laptops are currently on issue to staff of the Department and agencies in the portfolio? 2. Can an itemised list showing make and model please be provided? 3. How many new laptops were purchased by the Department and agencies in the portfolio in calendar year 2016? 4. What was the total cost (GST inclusive) of purchasing laptops for staff of the Department and agencies in the portfolio in calendar year 2016? 	Written 2/6/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
	h) AFTRS i) Bundanon Trust j) CPA k) National Collecting Institutions l) Screen Australia			5. How many laptops did the Department and agencies in the portfolio have to be replaced due to damage in calendar year 2016? What was the cost of replacement (GST inclusive)? 6. How many laptops were reported lost or stolen in calendar year 2016? What was the cost of replacement (GST inclusive)?		
31.	1.1	Bilyk	Executive Office Upgrades	Have the furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries, been upgraded since 1 March 2017? If so, can an itemised list of costs please be provided (GST inclusive)?	Written 2/6/2017	
32.	1.1	Bilyk	Vacancies	Please provide a list of all statutory, board and legislated office vacancies and other significant appointments vacancies within the portfolio, including length of time vacant and current acting arrangements.	Written 2/6/2017	
33.	a) Department b) ABC c) SBS d) ACMA e) OCeSC f) Australia Post g) AC h) AFTRS i) Bundanon Trust j) CPA k) National Collecting Institutions l) Screen Australia	Bilyk	Credit Cards	How many credit cards are currently on issue for staff in the Department and agencies within the portfolio? If possible, please provide a break-down of this information by APS/ SES level. (a) What was the value of the largest reported purchase on a credit card in calendar year 2016 and what was it for? (b) How much interest was paid on amounts outstanding from credit cards in calendar year 2016? (c) How much was paid in late fees on amounts outstanding from credit cards in calendar year 2016? (d) What was the largest amount outstanding on a single card at the end of a payment period in calendar year 2016 and what was the card holder's APS/ SES level? (e) How many credit cards were reported as lost or stolen in calendar year 2016 and what was the cost of their replacement? (f) How many credit card purchases were deemed to be illegitimate or contrary to agency policy in calendar year 2016? What was the total value of those purchases? How many purchases were asked to be repaid on that basis in calendar year 2016 and what was the total value thereof? Were all those amounts actually repaid? If no, how many were not	Written 2/6/2017	

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				<p>repaid, and what was the total value thereof?</p> <p>(g) What was the largest purchase that was deemed illegitimate or contrary to agency policy and asked to be repaid in calendar year 2016, and what was the cardholder's APS/ SES level? What that amount actually repaid, in full? If no, what amount was left unpaid?</p> <p>(h) Are any credit cards currently on issue in the Department or agencies within the portfolio connected to rewards schemes? Do staff receive any personal benefit as a result of those reward schemes?</p> <p>(i) Can a copy of the Department's staff credit card policy please be provided?</p>		
34.	1.1	Griff	Mobile Black Spot Program	<p>Round 2 of the Mobile Black Spot Program provided \$60 million. The successful applications were announced in December last year. Mayo only had two successful bids at Stokes Bay and Parawa. Whilst Mayo received two, the electorate of Grey received 13, and the electorate of Barker was allocated five.</p> <ol style="list-style-type: none"> 1. Was there additional criteria specific to Round 2 beyond what is publicly available on the Department's website? <ol style="list-style-type: none"> (a) If so, what is that criteria? (b) If not, why was it that there was such a disparity between the numbers of Black Spots funded in Mayo compared to neighbouring regional electorates? 2. When is Round 3 being announced? Will there be additional criteria specific to Round 3 beyond what is publicly available on the Department's website? <ol style="list-style-type: none"> (a) If so, what is that criteria? (b) Will the black spot identified at Ashbourne be funded in Round 3? 3. What quantum of funding will be allocated for further rounds of the Mobile Black Spot Program? How is that funding calculated? How many further rounds will there be? 4. Will the Government be extending the Mobile Black Spot Program so that all priority sites are funded? If not, why not? 	Written 2/6/2017	
35.	1.1	Griff	Mobile Battery Backup	<p>Many residents across South Australia lost power for up to five days over the recent Christmas-New Year period, and had no means of telecommunication or internet communication with the outside world once local mobile towers</p>	Written 2/6/2017	

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				<p>ran out of battery. Unless there is localised battery-backup or a generator, the NBN does not work during a power outage.</p> <p>The Adelaide Hills is a high fire-risk area. Unable to communicate with the outside world by telephone or internet, the power outage situation would have been critically serious if there had been a bushfire.</p> <ol style="list-style-type: none"> 1. What contingency plans does the Department have in place to ensure telecommunications remain active for as long as possible during a power outage or emergency? 2. Does the Department have emergency planning for regions, in relation to continuity of telecommunications services? Can you please outline these plans? 3. What contingency plans have the Department and NBN Co developed for the operation of the NBN during a power outage? 4. In its consideration of emergency situations, has the Department considered the effect that power outages now have upon Medicalert devices when the NBN goes down? 5. Is the Department considering making it a contractual requirement that mobile phone towers in high-risk bushfire areas have increased hours of battery-backup operation, or alternatively, generators? If not, why not? 		
36.	1.1	Urquhart	Internet Governance	For the year of 2017 please advise what auDA meetings/processes the Australian Government took part in, including dates and details of the involvement.	Written 7/06/2017	
37.	1.1	Urquhart	Staffing	Please outline how many staff members are currently employed under each branch in the Department.	Written 7/06/2017	
38.	1.1	Urquhart	NBN Ministerials	<ol style="list-style-type: none"> 1. How many NBN related pieces of Ministerial correspondence did the Department process in the year 2017 to date? 2. Of the 2597 identified NBN related pieces of Ministerial Correspondence in 2016 (see QON 330 from additional Estimates) how many were responded to? 3. Of the 1420 identified NBN related pieces of Ministerial Correspondence in 2015 (see QON 330 from additional Estimates) how many were responded to? 	Written 7/06/2017	

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				4. Do the figures in QON 330 from additional Estimates include correspondence to the Minister which received no reply?		
39.	1.1	Urquhart	Ministerial Submissions	How many briefs have been submitted to the Minister for decision in 2017? Please break down by month, and by Minister.	Written 7/06/2017	
40.	1.1	Urquhart	Legal Costs - OPEL	What were the total costs of legal advice procured by the Department/Commonwealth in relation to OPEL Litigation?	Written 7/06/2017	
41.	1.1	Urquhart	Broadband speed monitoring program	After the Government agreed to the \$7 million broadband speed monitoring program did the Minister write to the ACCC to notify of the outcome and convey expectations about the program? If yes, please provide a copy of the letter.	Written 7/06/2017	
42.	1.1	Urquhart	NBN new developments charge	Does the Government's Telecommunications in New Development Policy, or its supplementary materials, convey any expectations about who the \$300 end-user connection fee should be borne by – the property owner or the tenant?	Written 7/06/2017	
43.	1.1	Urquhart	Branch Functions	Please list functions for each of the following branches (a) USO taskforce (b) Consumer broadband services (c) Consumer safeguards (d) Broadband implementation	Written 7/06/2017	
44.	1.1	Urquhart	ACMA Review	1. On what date did the Department first provide the Minister with the ACMA Review final report for clearance? 2. When was the final report agreed by Government? Please provide the date.	Written 7/06/2017	
45.	1.1	Urquhart	Project Office	What policy projects have been undertaken by the project office over the past 12 months?	Written 7/06/2017	
46.	1.1	Urquhart	Ministerials	How many pieces of Ministerial correspondence has the Department processed in 2017 to date? Please break down by month.	Written 7/06/2017	
47.	1.1	Urquhart	Sports Programming & Gambling Advertising	1. In relation to the Government's 6 May 2017 announcement to provide \$30m to subscription television over four years for the provision of women's and niche sports: (a) On what date was the decision to provide \$30m to subscription television made? (b) On what date was the Department informed of the decision to provide \$30m to subscription television?	Written 7/06/2017	

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				<p>(c) Was the Department consulted on the proposal prior to the decision being made?</p> <p>2. What legacy improvements to women's and niche sports will be realised as a result of providing \$30m to subscription television over four years?</p> <p>3. What will the impact of the Government's decision to restrict gambling advertisements during live sports broadcasts be on free to air television broadcasters:</p> <p>(a) In terms of overall advertising expenditure on free to air television, expressed in dollar terms or as a percentage?</p> <p>(b) In terms of gambling advertising expenditure on free to air television, expressed in dollar terms or as a percentage?</p> <p>(c) In terms of overall minutes of advertising on free to air television?</p> <p>(d) In terms of minutes of gambling advertising on free to air television?</p> <p>4. Based on contemporaneous programming on broadcast television and radio, what evidence does the Department have about the number and categories of live sporting events that are broadcast:</p> <p>(a) in full prior to 8:30pm</p> <p>(b) in part prior to 8:30pm and in part after 8:30pm</p> <p>(c) in full after 8:30pm.</p> <p>5. What process steps will be undertaken to determine the approach for restricting gambling advertising on online platforms and what timeframes apply to these steps?</p>		
48.	1.1	Kakoschke-Moore	457 Visas	<p>1. When did the Department first become aware of the Government's plans to reform the 457 visa framework?</p> <p>2. When did the Department first become aware that occupations in the arts sector were going to be removed from the list of occupations for which people could apply for under the new visa framework?</p> <p>3. Has the Department received feedback from the arts sector since these changes were announced?</p> <p>4. What action will the Department be taking to monitor the impact of these visa changes on the arts sector?</p>	Written 7/06/2017	
49.	NPG	Reynolds	Bald Archys	<p>CHAIR: I have a couple of quick questions. The first one relates to—I have got to say this is a bit of a personal interest—the Bald Archys, which you would be aware of, and the wonderful work that Peter Batey, the great</p>	Page 23 24/5/2017	

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				<p>Australian does with the Bald Archys. I met with him recently, and he is now obviously getting on in years. I understand that he may have approached the gallery about what happens to his collection of winners of the wonderful Australian, mostly political, satire. Is that something that you could have a look at again? I know there is a cost associated with looking at acquisitions, but could either you or perhaps you in conjunction with other galleries look at how you might be able to preserve and make these visible to the future? I think it is quite a unique satirical, artistic expression of Australian life and culture. Are you aware of that contact?</p> <p>Mr Trumble: I am. I would be more than happy to look at that again.</p>		
50.	NMA	Gallagher	Efficiency divided	<p>Senator GALLAGHER: And there was the existing one. The total of those for the efficiency dividend is? I think there was an efficiency dividend in the MYEFO but there was an existing efficiency dividend before that. I went back and had a look at the transcript. I think it was in the order of \$4.9 million over four years.</p> <p>Dr Trinca: I would have to take it on advice.</p> <p>Senator GALLAGHER: Could you confirm that that is the money that was returned to budget from the National Museum. Can you confirm how many staff went with that efficiency dividend? How many staff did you lose?</p>	Page 24 24/5/2017	
51.	NGA	Gallagher	Modernisation fund – use of money	<p>Senator GALLAGHER: In terms of the \$1.94 million that is being returned through the modernisation fund, does that have strings attached? What will you be using it for?</p> <p>Dr Vaughan: I would have to take that on notice. There will be particular things to which it will be applied. I can come back to you on that.</p>	Page 27 24/5/2017	
52.	OPH	Gallagher	Total of savings returned to Budget	<p>Senator GALLAGHER: Could you give me the total of the savings that you have returned to budget over the last four years.</p> <p>Ms Karp: Can I take that on notice?</p> <p>Senator GALLAGHER: Okay.</p> <p>Ms Karp: Or can I get it from my colleague?</p> <p>Senator GALLAGHER: That is fine. What I am trying to understand is how much your budget has been reduced and then to see it in the context of what has been returned in the 2017-18 budget where you have what appears to be a mix of expenses and capital totalling almost \$15 million. Is that right?</p> <p>Ms Karp: Is it okay for Deputy Director Andrew Harper to join us for this</p>	Page 35 24/5/2017	

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				<p>because he would be more intimate with the exact details of where that all comes from?</p> <p>Mr Harper: MYEFO 15 was \$1.9 million. The MYEFO 2016 figure was 20.1, so approximately \$3 million in total over the forward estimates.</p> <p>Senator GALLAGHER: Did you not have savings in the 2014-15 year?</p> <p>Mr Harper: I would have to take that on notice. The \$908,000 was part of this year's new budget measures.</p>		
53.	OPH	Gallagher	Reduction in the number of free open days each year	<p>Ms Karp: The model that I talked about at, I think, the last Senate estimates was really very much based on us being able raise external revenue, because the underfunded capital plan and the building meant that we are not able to do big blockbuster exhibitions, so we have to have an entirely different approach. Largely, that is through tenancy. We are very fortunate that we have a building that has some space that we can make available, and so we have been actively targeting new tenants and also been very, very ruthless about having fewer free days, for example. We have increased our fees to students for our school programs. We have increased our revenue by about 50 per cent, which is pretty remarkable for a small organisation such as ours.</p> <p>Senator GALLAGHER: What does 'fewer free days' mean?</p> <p>Ms Karp: We would regularly open the museum to the public for free. I should say that the entry fee to the museum is a nominal \$2, which, I think, belies the value that you get when you come to a museum like ours. But, having said that, there are still those who feel that it is a public building that was built when government was here on the public purse and therefore they should have free access. Also, we believe very strongly that—</p> <p>Senator GALLAGHER: Some of the other national institutions are free to access.</p> <p>Ms Karp: They have free access but they charge for—</p> <p>Senator GALLAGHER: For particular exhibitions.</p> <p>Ms Karp: their primary exhibitions. We cannot do that because we do not have that sort of set-up and space. We would offset that by having a significant number of free days each year. We have now decided to have far fewer of those free days each year.</p> <p>Senator GALLAGHER: So what does that mean? That is what I am trying to get to. Have you halved the number of free days?</p>	Page 37 24/05/2017	

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				<p>Ms Karp: It would be more than halved. I do not have those figures; I will have to take it on notice.</p>		
54.	OPH	Reynolds	School groups breakdown	<p>CHAIR: If I could just ask you, on indulgence, on notice to give us a breakdown of the school groups who come through? I would just be interested to have a look at it by state and territory and also to compare it to population. I suspect for those in more remote areas like in Western Australia it is a lot more expensive for schools, so I think fewer schools are able to come here and access it. Do not go to too much trouble, but if you have some sort of—</p> <p>Ms Karp: We certainly have those figures. We track them and analyse them and we work out how to get access to them. I think the big challenge for us in addition to that is how to get to smaller schools—schools that do not necessarily have good civics engagement and teaching and who would not be able to afford to go to a capital city or even to come to Canberra.</p>	Page 37 24/5/2017	
55.	NFSA	Gallagher	Total of savings returned to Budget	<p>Senator GALLAGHER: Ms Labrum, I agree that people who understand figures are very handy to have. Can I go to where I have gone with the other institutions, and that is to get an update on the total efficiency dividend that has been returned to budget. I am starting from the 2015-16 year, but I think there were some savings for some institutions prior to that as well.</p> <p>Ms Cardew-Hall: Yes; there were savings. We do not actually have those numbers in front of us today, but I can take that on notice.</p> <p>Senator GALLAGHER: Okay.</p>	Page 38 24/5/2017	
56.	NFSA	Gallagher	Public Service Modernisation Fund bids	<p>Senator GALLAGHER: In terms of the allocation through the modernisation fund, I think about \$48 million was provided to a number of the institutions. Is that right?</p> <p>Dr Smith: That is right. It is about one-third of what was available across the APS.</p> <p>Senator GALLAGHER: Can you tell me how much was applied for but was unsuccessful?</p> <p>Dr Smith: I might just seek some assistance on that one.</p> <p>Mr Eccles: I would need to take that on notice.</p> <p>Senator GALLAGHER: Just a global—I do not want it broken down by project; I get that that is not appropriate. But if I could just get what the institutions applied for and if we could see what they got through the budget,</p>	Page 40 24/5/2017	

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				that would be useful. How is it going, Ms Labrum? What are your big challenges?		
57.	SBS	Ludlam	Deselect advertising data collection option	<p>Senator LUDLAM: Thank you for that. Before I carry on, I will acknowledge that, once you have created your mandatory user account, there is an option to deselect advertising data collection. What proportion of your users avail themselves of that option and deselect that data collection?</p> <p>Mr Ebeid: I would be very happy to take that on notice and let you know.</p> <p>Senator LUDLAM: I would not expect you to have it at the table, but it is an important metric.</p> <p>Mr Ebeid: I am very happy to share that with you.</p>	Page 84 24/5/2017	
58.	SBS	Ludlam	Third-party providers – rights and obligations	<p>Senator LUDLAM: Could you please provide us on notice—I do not expect you to have this at the table—a full list of the third-party providers and their rights and obligations once SBS has passed that material on to them?</p> <p>Mr Ebeid: Yes.</p> <p>Senator LUDLAM: And in what manner you can prevent/preclude them from doing whatever they please with the material that they have been given access to?</p> <p>Mr Ebeid: Yes, I can do that. Obviously that is very important to us. They are all things that we have made sure are watertight in the agreements that we have with them.</p> <p>Senator LUDLAM: If you are able to even table a template agreement—I do not know that it is appropriate for you to give me a contact—or some form of words that shows us and can give us confidence in how you try to bind these third parties.</p> <p>Mr Ebeid: A lot of our suppliers would have very similar words around that. I am very happy to give you a section of that to give you some assurance. Indeed, I would want to make sure there is an assurance around that as well.</p>	Page 84 24/5/2017	
59.	SBS	Ludlam	Traffic to SBS comedy sites vs other sites	<p>Senator LUDLAM: I do not think I could have put it better myself. Can you take on notice for us to provide what proportion—and it should not be too difficult to establish—of traffic to SBS's constellation of sites comedy accounts for relative to other site categories?</p> <p>Mr Ebeid: That is information that we can get. That is easily done.</p>	Page 85 24/5/2017	
60.	SBS	Ludlam	Comedy sites – FTE contribution	<p>Senator LUDLAM: Yes. How many staff in FTEs—and if you can include your contractors in that—would you consider contribute to that effort across</p>	Page 86 24/5/2017	

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				<p>the broadcaster?</p> <p>Mr Ebeid: It would be minimal. We would be talking, as I said, one editor for the page and the rest would be freelancers, but I will take it on notice and get you the exact figure.</p>		
61.	SBS	Ludlam	Comedy at SBS - Complaints	<p>Senator LUDLAM: Could you on notice just provide us with a brief rundown of the nature of those complaints and how they were resolved?</p> <p>Mr Ebeid: Sure.</p> <p>Senator LUDLAM: You probably have to manage some privacy issues there, but I am just keen to know.</p> <p>Mr Ebeid: I am just thinking about that.</p> <p>Senator LUDLAM: I will let you figure it out, but just some basic information would be helpful.</p> <p>Mr Ebeid: Let me have a look at it and I will come back to you and let you know if we can provide that. Maybe we can de-identify the complainants. Often the complaint would give away who the person is, so let me see what I can do on that front. There is not that many, to be honest. If I think about the last 12 months, it is probably a handful. It is not a lot.</p>	Page 87 24/5/2017	
62.	SBS	Chisholm	Over the Black Dot	<p>Senator CHISHOLM: There was an established show previously. Was that given the opportunity to maybe conform with the new requirements, given that they did have an established audience?</p> <p>Mr Ebeid: To be honest, I am not aware of the details of that. I am happy to find out for you and take that question on notice. What you are asking is: was the producer given an opportunity to create that 30-minute show?</p> <p>Senator CHISHOLM: Yes, that is basically it. Was the existing program or the old program given the opportunity to take over the new opportunity?</p> <p>Mr Ebeid: I will come back to you on that.</p> <p>...</p> <p>Senator CHISHOLM: Is any of your production done in Queensland? <i>League Nation Live</i> was done in Queensland, whereas I think this one is done in Sydney.</p> <p>Mr Ebeid: I think it is studio produced at SBS, but I will find that out for you as well.</p>	Page 89-90 24/5/2017	
63.	SBS	Abetz	Buzzfeed comments	<p>Senator ABETZ: Clearly it is an important issue for you, but keep in mind you are on the taxpayers' stipend with a public authority which is also a</p>	Page 90 24/5/2017	

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				<p>broadcaster. Can I ask whether you made comments to BuzzFeed on 20 March 2017 about this letter?</p> <p>Mr Ebeid: To BuzzFeed?</p> <p>Senator ABETZ: Yes.</p> <p>Mr Ebeid: I do not think I have ever done an interview with BuzzFeed.</p> <p>Senator ABETZ: You can take that on notice. For what it is worth, on 20 March 2017 BuzzFeed asserts to quote you, but I will not take it any further. You can take it on notice to check your records; time is of the essence.</p> <p>Mr Ebeid: I am not aware of the comments.</p> <p>Senator ABETZ: Understood, but take that on notice, please. ...</p>		
64.	SBS	Abetz	AME emails	<p>Senator ABETZ: There were 50 to 100 communications?</p> <p>Ms O'Neil: Yes, and between AME. There was a section for the request that did not relate to the letter as well. It was all communications between Mr Ebeid and his office and Australians for Marriage Equality. That was a separate part of the request in the letter.</p> <p>Senator ABETZ: Anyway, between, what, 50 to 100?</p> <p>Ms O'Neil: No, I think it was less than 55, but I would have to check the exact number for you.</p> <p>Senator ABETZ: What was the nature of these documents? Were they emails, files or records?</p> <p>Ms O'Neil: I believe they were emails.</p> <p>Senator ABETZ: Did any of those emails have the signature block of managing director of SBS or CEO of SBS on them?</p> <p>Mr Ebeid: I might just say every employee at SBS, including myself, is well and truly entitled to send a reasonable amount of personal emails. That is not unusual. I think any organisation has a reasonable use policy for personal emails so whether—</p> <p>Senator ABETZ: I have not asked for anything of that nature.</p> <p>Mr Ebeid: Whether it had my email block, it would still be a personal email.</p> <p>Senator ABETZ: So, you can sign off? That is news to me. I can now sign off as a senator for Tasmania but still make it a personal one. That is an interesting concept of managerial responsibility. I would have thought if it were a personal one it would just be Michael Ebeid full stop, like indeed this letter that is in the public domain.</p>	Page 91 24/5/2017	

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				<p>Ms O'Neil: In response to your question, the applicant to that request was provided with a very comprehensive set of reasons for decision, and there is a review process available.</p> <p>Senator ABETZ: Yes. I have that letter in front of me. Nevertheless, estimates does allow us to ask these questions, and I ask again: were these emails signed off with a signature block of SBS director or referring to the SBS position of Mr Ebeid?</p> <p>Ms O'Neil: I do not have the documents with me. I would have to take that on notice.</p> <p>Senator ABETZ: Are you telling us you cannot recall what was on those 50 or so emails that you have personally seen and gone through in detail so that you can refuse them to my office that you cannot recall the signature block on the bottom of them?</p> <p>Ms O'Neil: I would have to check each document to be certain. The documents—</p> <p>Senator ABETZ: That is why I asked whether any—any—of the documents may have had that signature block on it, and you cannot recall?</p> <p>Ms O'Neil: A decision was made that the documents were exempt under the FOI Act. If the applicant is unhappy with that decision, they have access to a review.</p> <p>Senator ABETZ: I know that. I am asking you: you having read the documents, seen the documents, sighted the documents, can you tell this committee whether any of them had the full signature block of the director of SBS at the bottom of them?</p> <p>Senator DASTYARI: That has been taken on notice.</p> <p>Senator ABETZ: No.</p> <p>Mr Ebeid: We have taken it on notice.</p>		
65.	SBS	Abetz	Sponsorship	<p>Senator ABETZ: But have you bought tables to which you then invite non-SBS personnel?</p> <p>Mr Ebeid: Probably from time to time, absolutely.</p> <p>Senator ABETZ: Can you give me an example of one?</p> <p>Mr Ebeid: Not off the top of my head.</p> <p>Senator ABETZ: Was there a function in 2015 with the Egyptian-Australian society or the Australian-Egyptian society?</p>	Page 94 24/5/2017	

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				<p>Mr Ebeid: Probably. Senator ABETZ: Probably? Mr Ebeid: Yes. Senator ABETZ: Do you recall that? Mr Ebeid: Yes, I do. Senator ABETZ: Was that sponsored in any way by SBS? Mr Ebeid: No. I will take it on notice, but not that I recall. I will take it on notice. I will double check. I would not want to give you the wrong answer. Senator ABETZ: All right. If you can advise whether tables were bought and, if so, whom the guests were. We do not need to know names, but if they were non-SBS personnel and the extent of that sponsorship— Mr Ebeid: Sure.</p>		
66.	SBS	Abetz	Ms Sharobeem	<p>Senator ABETZ: How was she recruited? Mr Ebeid: She would have gone through numerous interview processes, interview stages with different executives. Senator ABETZ: Was the position advertised when Eman got this position? Mr Ebeid: I will doubt check, but I am pretty sure it was at the time, yes. Senator ABETZ: If you can please take that on notice. Were you personally involved in any way in the recruitment of Eman?</p>	Page 94 24/5/2017	
67.	SBS	Abetz	Ms Sharobeem - Vetting	<p>Mr Ebeid: I assume, just to finish off on that topic, you are aware that she does not work for SBS? Senator ABETZ: Yes, I am aware of that, but I was surprised at her appointment and what I believe to be— how can I describe it—unfortunate discoveries of elements of her— Mr Ebeid: As surprising as it was for us as well. Senator ABETZ: Having understood each other on that, can you please take on notice what vetting procedure was undertaken to ascertain the veracity of certain claims to qualifications, et cetera?</p>	Page 95 24/5/2017	
68.	SBS	Abetz	Mardi Gras costs	<ol style="list-style-type: none"> 1. How much does the Mardi Gras cost SBS per hour of television? 2. How does this compare with other content? 	Written 29/5/2017	
69.	SBS	Abetz	Website - Sexuality	<p>Why does SBS run a website called sexuality? http://www.sbs.com.au/topics/sexuality (a) Is the sexuality page content consistent with SBS' requirement to consider a range of perspectives?</p>	Written 29/5/2017	

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				(b) Please detail the various perspectives presented.		
70.	SBS	Abetz	Support for Marriage Equality	<ol style="list-style-type: none"> 1. Is SBS a corporate supporter of marriage equality? 2. Is it compatible with the SBS Charter for this public broadcaster and its managing director to be campaigning on any cause rather than reporting the range of perspectives in that debate? 3. How are SBS journalists protected so they can act impartially on an issue if their managing director is campaigning on an issue? 4. Have any instructions been given to Journalists that SBS codes of practice must be followed by editorial staff despite the organisations (or Managing Director's) position on an issue? 5. What research has been undertaken by SBS suggesting multicultural audiences value SBS's focus on changing the definition of marriage? 	Written 29/5/2017	
71.	Aust Post	Dastyari	Section 49	<p>Senator DASTYARI: Not at all. Minister, if you were to provide a direction as the shareholding minister, is it a disallowable instrument? That is a very technical question.</p> <p>Senator Fifield: I would have to seek advice. I hazard a guess that it is not, but I stand to be corrected.</p> <p>Senator DASTYARI: Minister, I do not know whether the department has left because of the arrangement—</p> <p>Senator Fifield: We will take that on notice.</p> <p>Senator DASTYARI: You may be correct. But I am not sure you are correct—which is fair enough because that is a very technical question about whether or not—</p> <p>Senator Fifield: As I said, I am not making a definitive statement.</p> <p>Senator DASTYARI: You were making reference to section 49.</p> <p>Mr Blake: That is our advice.</p> <p>Senator DASTYARI: Explain to me your advice. Section 49 says:</p> <p>Minister may give directions to the Board</p> <p>(1) Subject to subsection (2), the Minister may, after consultation with the Board, give to the Board such written directions in relation to the performance of Australia Post's functions as appear to the Minister to be necessary in the public interest.</p> <p>(2) The Minister shall not give a direction under subsection (1) in relation to:</p>	Page 102-104 24/5/2017	

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				<p>(a) rates of postage; or (b) amounts to be charged for work done, or services, goods or information supplied, by Australia Post.</p> <p>fair enough— (3) Where the Minister gives a direction under subsection (1), the Minister shall cause a copy of the direction to be laid before each House of the Parliament within 15 sitting days of that House after giving the direction.</p> <p>That is common language for a 'disallowable instrument'. I am not playing gotcha; you are not expected to know the technical details of a direction. Senator Fifield: No, you are being helpful. Senator DASTYARI: My understanding of that is that it is a disallowable instrument. So if you were to give a direction the Senate could reject it. Is that the advice that you have? Were you aware of that, Mr Blake? Mr Blake: The advice we have is that there are two mechanisms by which it could occur and, therefore, practically it applies. Senator DASTYARI: No, it is quite the opposite of 'practically it applies'. The act itself says that, if you are given a direction, then it becomes a matter for the Houses of Parliament as to whether or not they should choose to disallow that. Where are you getting your advice? Is this external advice, or is this from the government? Mr Blake: We did seek external advice, yes. I do not have that advice with me, but I would be happy to provide it on notice.</p> <p>... Senator DASTYARI: Which piece of legislation do you think that applies to you— Mr Blake: The Public Governance, Performance and Accountability Act 2013. Senator DASTYARI: Where in the act? Mr Blake: I believe it is section 22, but I am happy to confirm that on notice. Senator DASTYARI: I am going to look that up. We can go to other senators questions so that I can have a chance to look at that and then we will come back to it. Chair— Ms Corbett: We have spoken to our staff. We have spoken to the unions. We have explained to our staff that there is a government workplace bargaining</p>		

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				<p>policy and that we have received a letter from the Australian Public Service Commission—and we have shared that letter with the unions—that shows that it is the intention that a Australia Post would be bound by that policy. We have been very open and transparent with our staff, saying that our offer to our staff is two per cent. In addition—and this is what is really important to our staff—we have said that all the benefits they receive under the current EBA will be confirmed and will stay. That is really important for Australia Post and the people who work for us, from a job stability perspective.</p> <p>Senator DASTYARI: Chair, in terms of fairness, I want to have an opportunity to have a look at this now. It might be a better use of the committee's time if we perhaps went to other senators and then come back to this.</p>		
72.	Aust Post	Abetz	Parcel Delivery Protocols	<p>Senator ABETZ: I have a very brief bracket of questions relating to parcel delivery protocols. I assume Australia Post still presents itself to the community with that slogan "We deliver"?</p> <p>Ms Corbett: Absolutely.</p> <p>Senator ABETZ: That is good. So can you explain—and, if need be, take on notice—why the New South Wales State management of Australia Post is insisting that persons in the footprint of the Hammondville licenced post office in New South Wales are forbidden to collect their undeliverable parcels from the local licenced post office in Hammondville and are required to travel over half an hour to collect those parcels from the corporate Moorebank post office?</p> <p>Ms Corbett: I am very happy to take that on notice; I do not have those specifics.</p> <p>Senator ABETZ: I thought that might be the case. Could you also provide to us on notice what the actual protocol is around Australia generally? If the information I have been provided is correct, that is a substantial inconvenience. Also, it would suggest that state management is supporting Australia Post corporate offices to the detriment of licensed post offices. Given our previous encounters at Senate estimates, you know that I seek to support the small business licenced post offices.</p> <p>Ms Corbett: Absolutely. Let me confirm for you that, with respect to parcels, we have introduced a new service over the last 12 months called</p>	Page 104 24/5/2017	

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				<p>'parcel collect'. Members of the Australian community can nominate their local post office—be it a corporate post office or a licenced post office—and have their parcels delivered directly to that post office first time. We are 100 per cent supportive of giving our customers a choice in where they want their parcels delivered first time—be it a home, a post office or a parcel locker. We now have close to 90 per cent of parcels being delivered first time to the recipient's preferred address. If an item does get carded, we card it back to the local post office—and that is irrespective of whether it is a corporate outlet or a licenced post office. I am aware of some instances over the last few years where the local office—and it could be a corporate outlet or it could be a licenced post office—does not have the storage facilities and they have requested to go on what is called 'bypass' and take it to another area.</p> <p>Senator ABETZ: Be assured that, with this one, they are complaining to me that they are being bypassed with a definition a half an hour's drive away.</p> <p>Ms Corbett: I am very happy to take that on notice. You just asked what our protocols were, and I can certainly explain our protocols. In the instance of carding, it will be to the nearest outlet.</p> <p>Senator ABETZ: Yes, but that is where the customer elects where it should be delivered to. If they do not elect—</p> <p>Ms Corbett: No, that is actually the issue of where it is carded. What that means is you are not home today and the driver will take it back to the—</p> <p>Senator ABETZ: The local post office from whence it originated.</p> <p>Ms Corbett: The local postal facility, yes. But I am happy to take that specific on notice.</p>		
73.	Aust Post	Urquhart	LPOs – Products and Services	<p>Senator URQUHART: That is what I really want to go to. I wanted to ask you whether you could list the products and services that have been introduced or improved in the last five years that have improved that long-term viability of the LPOs and effectively improved the foot traffic or the customer traffic, or whatever you want to call it, to the retail outlets. Can you give me a breakdown of that?</p> <p>Ms Corbett: Certainly. Let me give you some examples. Let me know if I am going into too much detail for you. I have detail here over the last few years. If you look at the fees tied to the basic postage rate, obviously they have gone up quite considerably as the BPR has gone up. If you look at</p>	Page 106-107 24/5/2017	

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				<p>variance year on year, even in this last year those payments have gone up 20.6 per cent. If you look at carted article payments, they have gone up, again on a baseline of FY13, 243 per cent. The minimum payment allowance has gone up 183 per cent. Payments that are not tied to a BPR—being agency, banking and mail service payments—have gone up 3.7 per cent. Product commissions associated with letters, philatelic parcels and international have gone up 3.4 per cent. So there are some indications there, and that is really what we are saying—if you look at the FY13 year, and that was the baseline I was quoting, payments in FY13 were \$323 million or \$323.55 million, to be precise, and \$409 million in FY16.</p> <p>Senator URQUHART: I might stop there, because I know others want to ask questions. Perhaps you can provide that on notice with some more detail.</p> <p>Ms Corbett: Certainly, I would be happy to.</p> <p>Senator URQUHART: I would also be interested in how those have improved the long-term viability of LPOs and improved foot traffic to retail outlets.</p> <p>Ms Corbett: Yes, I would be happy to.</p>		
74.	Aust Post	Dastyari	Wages - Letter	<p>Senator DASTYARI: I might put a few things on notice to give you an opportunity to go away and answer them. Correct me on the record later if my understanding of this is wrong. Your view appears to be that you are legally required to enforce a low wage growth policy of two per cent. If that is the case, I am not sure what information you can provide me that allows you to come to that conclusion. There appears to be correspondence between Australia Post and the Public Service Commissioner. From what Ms Corbett said, some of that has already been released to the union. I do not know whether you can provide us with a copy of that on notice as well as other information. Obviously we are not going to have time to go through it now, but you have come to the conclusion that you are bound by it. I would like to get an understanding of why and how you came to that conclusion.</p> <p>Mr Blake: I believe that those letters, at least the key letters, were already provided on notice after the last estimates.</p> <p>Senator DASTYARI: There has been no correspondence since then?</p> <p>Mr Blake: The last letter that we have from the Public Service Commissioner is simply the letter that gave us the exception to make the offer</p>	Page 107-108 24/5/2017	

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				<p>to our employees that they told us covered the things that were really important to them, which were: going through reform we needed to protect the jobs that were impacted—</p> <p>Senator DASTYARI: The bit that fascinates me more about this is the policy around what is and is not required. Could you provide a copy of that final letter? Has there been more correspondence?</p> <p>Mr Blake: I am very happy to provide that on notice.</p>		
75.	Aust Post	Dastyari	EBA9	<p>Senator DASTYARI: Minister, could you take on notice the following, which is quite technical. Australia Post is obviously of the view, and it appears that the government is also of the view, that they are bound by the Public Governance, Performance and Accountability Act 2013, making specific reference to section 22. Please take on notice: what parts of the legislation are different and why is it that Australia Post is bound by that when the ABC is not bound, considering that the ABC on its website says that they are bound by the Public Governance, Performance and Accountability Act 2013? That is a very technical legislative question. I am really asking you to look at two pieces of legislation and understand why there is certain treatment of one, why one is being treated differently to the other. There may be a legislative reason. It may have to do with the ABC's broader independence charter—though I do note that, apart from these conditions, you have quite an independent charter yourself, according to the act, don't you, Ms Corbett? The act itself gives you quite an independent charter as well?</p> <p>Ms Corbett: The act outlines our roles and responsibilities. That is correct.</p> <p>Senator DASTYARI: Minister, can you also take on notice whether there has been any correspondence between your office and Australia Post in relation to these EBA9 matters and, specifically, what the government's expectation is in relation to meeting the 'policy'—I think that was the word used, Minister.</p> <p>Senator Fifield: Certainly.</p>	Page 108 24/5/2017	
76.	Aust Post	Dastyari	EBA9 matters - Correspondence	<p>Senator DASTYARI: Australia Post, can you take that on notice also. I am asking you both separately to take on notice the correspondence you have had with one another—our way of doing things.</p> <p>Ms Corbett: Yes.</p>	Page 108 24/5/2017	
77.	Aust Post	O'Sullivan	LPO Moorooka	1. Will Australia Post provide copies of all correspondence, both electronic	Written	

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			Deed of Settlement	<p>and written, copies of briefing notes and meeting / phone call details between any employee of Australia Post and Ms Sandra Smith, the former LPO franchisee of the Moorooka LPO?</p> <ol style="list-style-type: none"> 2. Will Australia Post furnish all details regarding the deed of arrangement/deed of release between Ms Sandra Smith of the Moorooka LPO involving her exit from the franchise agreement, details and any correspondence showing if the exit was one involving conflict and or mutual acceptance by both parties? 3. Will Australia Post furnish all documents, emails and correspondence regarding the decision to settle outstanding fee's to Ms Sandra Smith in relation to Western Union payments and how the payout figure was reached? 4. Will Australia Post advise the reason that Ms Sandra Smith of the Moorooka LPO received these fee's after signing a deed of release and exiting the LPO franchise system? 5. How were the Western Union fee's calculated? 6. Will Australia Post provide all inter departmental and external correspondence, briefing notes and any relevant emails regarding the decision to not engage Mr John Christenson of the Coorpooroo LPO regarding his application for Western Union fee's? 7. Why was the payment of Western Union Fee's under the Australia Post LPO Franchise agreement not afforded to Mr John Christensen of the Coorpooroo LPO when he applied in similar circumstances? 8. Why has Australia Post taken a decision to not negotiate with Mr John Christensen regarding the payment of Western Union fee's when there was negotiation and subsequent payment to Ms Sandra Smith of the Moorooka LPO on similar grounds? 9. What was the total identified for payment to Mr Christensen under the same formula used for the payment of Western Union Fee's to Ms Sandra Smith? 	02/06/2017	
78.	Aust Post	Griff	Street Post Boxes	<ol style="list-style-type: none"> 1. Over the forward years, how much will Australia Post save by changing the clearance times for street post boxes in regional areas from 6pm to 1pm? <ol style="list-style-type: none"> (a) How will this affect delivery times for regional and rural areas? 	Written 2/6/2017	

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				(b) Is this measure also being applied to metropolitan street boxes? If not, why not?		
79.	Aust Post	Urquhart	Plants and Gardens	<ol style="list-style-type: none"> 1. What was the total cost (GST inclusive) of acquiring and maintaining indoor plants for all Australia Post premises in calendar year 2016? 2. What was the total cost (GST inclusive) of external gardens and landscaping for all Australia Post premises in calendar year 2016? 	Written 7/06/2017	
80.	Aust Post	Urquhart	Subscriptions	What was the total cost (GST inclusive) of subscriptions to print and online news services, newspapers, magazines, journals and periodicals etc in calendar year 2016 for Australia Post? Please provide a complete list of each service top which Australia Post subscribed.	Written 7/06/2017	
81.	Aust Post	Urquhart	Gifts	<ol style="list-style-type: none"> 1. What was the total cost (GST inclusive) of all gifts purchased for use by Australia Post employees in calendar year 2016? 2. Can an itemised list of gifts and costs thereof (GST inclusive) please be provided? <ol style="list-style-type: none"> (a) Who was the recipient of each gift? (b) For what purpose was each gift given? 	Written 7/06/2017	
82.	Aust Post	Urquhart	Water coolers	What was the total cost (GST inclusive) of providing water coolers at Australia Post premises in calendar year 2016? Please provide a breakdown of costs for acquiring and maintaining/resupplying water coolers.	Written 7/06/2017	
83.	Aust Post	Urquhart	Snacks	What was the total cost (GST inclusive) of supplying fruit and other snacks at Australia Post premises in calendar year 2016?	Written 7/06/2017	
84.	Aust Post	Urquhart	Coffee machines	Can an itemised list of coffee machines at Australia Post premises please be provided including (i) make and model; (ii) purchase or lease cost; (iii) ongoing maintenance costs; (iv) ongoing cost of supplying coffee and other consumables?	Written 7/06/2017	
85.	Aust Post	Urquhart	Stationary and paper	<ol style="list-style-type: none"> 1. How much did Australia Post spend on stationary and office supplies (excluding paper) in calendar year 2016 (GST inclusive)? 2. How much did Australia Post spend on paper (for office purposes) in calendar year 2016 (GST inclusive)? 3. What brand of paper does Australia Post use? <ol style="list-style-type: none"> (a) Is this paper Australian made? 	Written 7/06/2017	
86.	Aust Post	Urquhart	Media and public relations	<ol style="list-style-type: none"> 1. How much has Australia Post spent on media monitoring since 1 October 2016 (GST inclusive)? 2. How many media or public relations advisers are employed by Australia 	Written 7/06/2017	

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				Post? Can an organisational chart for the relevant area of Australia Post please be provided? What was the total cost of employing relevant staff in calendar year 2016 (please provide a global figure)?		
87.	Aust Post	Urquhart	Advertising and information campaigns	<ol style="list-style-type: none"> How much has Australia Post spent on advertising and information campaigns since 1 October 2016 (GST inclusive)? How much did Australia Post spend on Facebook advertising or sponsored Facebook posts in calendar year 2016 (GST inclusive)? How much did Australia Post spend on Google adwords advertising in calendar year 2016 (GST inclusive)? 	Written 7/06/2017	
88.	Aust Post	Urquhart	Market research	<ol style="list-style-type: none"> How much did Australia Post spend on market research in calendar year 2016 (GST inclusive)? <ol style="list-style-type: none"> What was the purpose of this market research? Did it relate to an advertising or information campaign? If so, which campaign? 	Written 7/06/2017	
89.	Aust Post	Urquhart	Legal costs	<ol style="list-style-type: none"> What was Australia Post's total spend on external legal services (including services provided by the Australian Government Solicitor) (GST inclusive) for calendar year 2016? Can an itemised list of costs of each legal matter (GST inclusive) please be provided? 	Written 7/06/2017	
90.	Aust Post	Urquhart	Redundancies	<ol style="list-style-type: none"> How many staff were made redundant in calendar year 2016? How many were voluntary redundancies? How many were forced redundancies? What was the total cost of all redundancies (expressed as a single global figure)? Have any staff made redundant in calendar year 2016 subsequently carried out work for Australia Post as a contractor? 	Written 7/06/2017	
91.	Aust Post	Urquhart	Staffing numbers	<ol style="list-style-type: none"> How many staff are employed by Australia post? <ol style="list-style-type: none"> How many of these staff do not deliver parcels or letters? 	Written 7/06/2017	
92.	Aust Post	Urquhart	Flights	What was Australia Post's total expenditure on flights for staff in calendar year 2016 (GST inclusive)?	Written 7/06/2017	
93.	Aust Post	Urquhart	Journalists Flights	<ol style="list-style-type: none"> Has Australia Post sponsored journalists to attend and cover events by paying for their airfares and/or accommodation? <ol style="list-style-type: none"> If so, which news outlets did they work for? And what was the total cost? Please break down for the following periods: 	Written 7/06/2017	

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				<ul style="list-style-type: none"> i. FY2015-16 ii. FY2016-17 to date 		
94.	Aust Post	Urquhart	Ground transport	What was Australia Post's total expenditure on the following categories of ground transport in calendar year 2016 (GST inclusive): (i) Taxi hire; (ii) Limousine hire; (iii) Private hire car; and (iv) Ridesharing services.	Written 7/06/2017	
95.	Aust Post	Urquhart	Salaries	What percentage of Australia's Post's employees earn more than \$200,000 a year? \$100,000 a year?	Written 7/06/2017	
96.	Aust Post	Urquhart	Letter volume forecasts	<ul style="list-style-type: none"> 1. What are Australia's Posts forward looking forecasts about the percentage year-on-year decline in letter volumes? 2. Is the 11.4 per cent quoted by Christine Corbett at the Budget Estimates hearings above or below existing projections? 	Written 7/06/2017	
97.	Aust Post	Urquhart	Sale of Sydney GPO	<p>On 31 May 2017, the Sydney Morning Herald published quotes from a heritage report commissioned by Australia Post that warned "the sale or alienation of the place is considered to be very undesirable".</p> <ul style="list-style-type: none"> 1. Why did Australia Post continue with the sale when warned by the National Trust against selling the GPO? 2. Detail the guarantees Australia Post has sought in the contract of sale that the purchasers will invest in sufficient heritage maintenance works on the Sydney GPO. <p>Australia Post's statement of 31 May 2017, in relation to the sale of the Sydney GPO, stated "This transaction will free up valuable capital to invest in our people and in our services to the community, without any impact on the continued operation of and heritage protections covering the Sydney GPO site."</p> <ul style="list-style-type: none"> 3. Provide specific details of Australia Post's proposed investments in "our people" that are made possible as a result of this sale. This information should be provided on a national basis and on a state-by-state basis broken down for each of: management staff, EBA staff, contractors, and licensees. 4. Provide specific details of Australia Post's proposed investments in "our services to the community" that are made possible as a result of this sale. This information should be provided on a national basis and on a state-by-state basis and include specific details of new services and redesigned services. 	Written 7/06/2017	

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				<p>5. Will any of the proceeds of this sale be used to facilitate Australia Post's 2016 purchase of 4.5% of the logistics and transportation company Aramex for \$100 million?</p> <p>Australia Post's statement of 31 May 2017 stated "As previously confirmed and reported by The Australian on 4 May 2017, Australia Post plans to sell the Sydney GPO freehold, subject to all relevant approvals. Australia Post has not operated the site since 1997 when it handed over management under the terms of a 99-year leasehold. A substantive part of the Martin Place site where the Westin Hotel operates was previously sold in 1997 and is now owned by the Sino Group."</p> <p>6. When did Australia Post decide to put the Sydney GPO freehold up for sale on an individual basis?</p> <p>7. In which publications (online and print) did Australia Post advertise its intention to sell the Sydney GPO freehold?</p> <p>8. From which entities did Australia Post seek a bid for the Sydney GPO freehold?</p> <p>9. How many bids were received (both in total and from different entities) for the sale of the Sydney GPO?</p> <p>10. If the purchase was a private sale with a bid from only one entity, what advice did Australia Post receive with regards to the value of the property?</p> <p>11. In which publications (online and print) did Australia Post announce the successful sale of the Sydney GPO freehold? If no announcement was made, please outline the reasons for keeping such a significant sale private until questioned by the media?</p> <p>12. As the current Melbourne and Perth GPO retail shops are no longer at the historical sites in Bourke St, Melbourne and Forrest Place, Perth, why is the Sydney GPO retail shop remaining in the building at Martine Place, Sydney?</p> <p>13. What is the total cost of the lease for the Sydney GPO retail shop?</p> <p>14. Is there a clause in the lease that allows Australia Post to move the Sydney GPO retail shop to a different site at no cost to Australia Post? If not, why not when the Melbourne and Perth GPO retail</p>		

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				shops are no longer at their historic sites?		
98.	Aust Post	Urquhart	Sale of other GPOs	<p>Australia Post's statement of 31 May 2017 also stated "There are no current plans for the sale of any other GPO."</p> <ol style="list-style-type: none"> 1. Outline Australia Post's ownership of each of the GPO buildings in Sydney, Melbourne, Brisbane, Hobart, Perth, Adelaide, Canberra and Darwin? Outline which are freeholds and which are leaseholds? 2. Does Australia Post own the building that the Melbourne GPO retail shop is currently located (1/250 Elizabeth Street)? 3. Does Australia Post own the building that the Perth GPO retail shop is currently located (1/378 Wellington Street)? 4. Detail any discussions and/or correspondence between any members of the Executive and Board (eg Executive to Executive or Executive to Board) in relation to plans for the sale of any GPO freeholds or leaseholds between 1 January 2016 and 1 June 2017. Provide a list of the GPOs discussed, who was involved in the discussion and any decisions made. 5. Is Australia Post currently considering sale of any of the GPOs freeholds or leaseholds in Melbourne, Brisbane, Hobart, Perth, Adelaide, Canberra and Darwin? 6. Is Australia Post currently considering relocating any of the Brisbane, Hobart, Adelaide, Canberra and Darwin GPOs retail shops from their current sites? 	Written 7/06/2017	
99.	Aust Post	Urquhart	EBA9 - ballots	Please provide a breakdown of how many ballots per State were sent out for the vote on EBA9	Written 7/06/2017	
100.	Aust Post	Urquhart	Total remuneration - CEO	What will the total remuneration be for the CEO when he departs Australia Post? What component of this is linked to securing an EBA?	Written 7/06/2017	
101.	Aust Post	Urquhart	Remuneration – Non-award contract staff	<p>Please provide a breakdown of remuneration for non-award contract staff in the following categories per annum:</p> <ol style="list-style-type: none"> (a) 100k-150k (b) 150k -200k (c) 200k-300k (d) 300k + 	Written 7/06/2017	
102.	Aust Post	Urquhart	Clearance of	Australia Post are changing practices around the clearance of street post	Written	

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			street post boxes	boxes, from after 6pm to earlier in the day at a number of trial sites. Please provide all documents detailing consultation with business and general users in the trial sites.	7/06/2017	
103.	Aust Post	Roberts	By-passed by private sector	Given that Aussie Post has largely been by-passed by more customer responsive competitors such as private sector couriers and email, can taxpayer subsidies and government protection any longer be justified (if they ever were)?	Written 8/06/2017	
104.	ABC	Urquhart	Audio Description	<p>Senator URQUHART: I have a few questions to do with the audio description. I raised some with the department earlier today and they suggested that they could not answer some but you might be able to. I understand that the ABC's iView audio description trial ended in June last year and it was confirmed in February that the report on this trial was sent to the minister in October 2016. Can you tell me how many people were engaged in the trial and what is some of the key feedback the ABC has received from participants?</p> <p>Ms Guthrie: On this point, I think Mr Millett can provide you with more details on the audio description trial.</p> <p>Mr Millett: The report has been issued publicly by the government. I will have to take on notice the question concerning the number of people who participated in the trial. I think it was discussed this afternoon that the trial was regarded as a success, although it was limited in scope. I think the ABC is very keen to be working on the working group with other people in the sector to try to work out what the way forward is for audio description.</p> <p>Senator URQUHART: So you will take on notice to provide the key feedback from participants and the number of people who were engaged in the trial? Do you consider that the trial was a success? You have said that we heard this afternoon.</p> <p>Mr Millett: Yes, as was discussed this afternoon there were two trials, the first on broadcasting and the second on using the catch-up service. It was successful. There were some technical difficulties in relation to access to the actual site itself, but, yes, I think it was successful. I must admit that it was a fairly group who accessed it, but they found it to be quite useful.</p> <p>Senator URQUHART: Can you tell me what metrics were used to gauge the success or otherwise of the trial? Can you provide us with any result?</p>	Page 110 24/5/2017	

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				<p>Mr Millett: I will take that on notice in terms of the metrics. I emphasise that the trial was limited in scope. A lot of discussion this afternoon was about, 'What is the way forward?' My view of that would be that the industry needs to come to some kind of consensus about how broad audio description should be applied—what are the technical aspects of it and all of those issues. I think that the working group needs to work through that.</p> <p>Senator URQUHART: Given that audio description is provided in many other countries, has the ABC been able to estimate a budget figure to provide this service in Australia?</p>		
105.	ABC	Williams	WA Journalist	<p>Senator WILLIAMS: She was in Bob Katter's anti-gay-marriage ad. She was working for ABC on a casual basis. She had not sought or received permission to undertake external work. She was stood down, an inquiry carried out et cetera. I think that that is pretty harsh.</p> <p>Mr Sunderland: I am happy to take that on notice and provide more detail. It is important to point out that we aim to apply consistent principles on a case-by-case basis. Without knowing what you mean by an advertisement—the context, background and nature—</p>	Page 111-112 24/5/2017	
106.	ABC	Ludlam	Social Media Marketing	<p>Senator LUDLAM: So 0.2 is total marketing spend, and then digital is a fraction of that?</p> <p>Ms Guthrie: Yes.</p> <p>Senator LUDLAM: Would you care, maybe on notice, to provide us with the actual figure of what we are talking about?</p> <p>Ms Guthrie: I can.</p>	Page 115 24/5/2017	
107.	ABC	Reynolds	Commonwealth's competitive neutrality policy - Compliance	<p>CHAIR: Before we move on from that—and you might want to take this on notice—just to round out that line of questioning, I am just wondering what policies and procedures you have in place to ensure you comply with the Commonwealth's competitive neutrality policy?</p> <p>Ms Guthrie: We definitely do comply with government competitive neutrality policy and we do ensure that we charge competitive market rates for our content and compete on a level playing field.</p> <p>CHAIR: I do not want to take up time, but maybe, with the questions you have taken on notice for Senator Ludlam, you could provide a bit more detail about how you actually implement that policy.</p> <p>Ms Guthrie: I am happy to do so.</p>	Page 115 24/5/2017	

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108.	ABC	Roberts	Indigenous hiring policy	<p>Senator HANSON: So, if someone defines and classifies themselves and says, 'I'm an Aboriginal,' they can apply for the job?</p> <p>Ms Guthrie: That is correct.</p> <p>Senator HANSON: Thank you. I just wanted to know that.</p> <p>Senator ROBERTS: Can I request a copy of the guidelines.</p> <p>CHAIR: You can certainly ask that.</p> <p>Senator ROBERTS: On notice?</p> <p>CHAIR: You have just asked for it.</p> <p>Ms Guthrie: Let me supply the details around our Indigenous hiring policy.</p> <p>CHAIR: On notice?</p> <p>Ms Guthrie: On notice.</p> <p>CHAIR: That would be much appreciated. Thank you.</p>	Page 117 24/5/2017	
109.	ABC	Hanson	Editorial Policies	<p>Senator HANSON: I have to say that public opinion of the ABC is not really good. A lot of people are saying you are very biased in your reporting. People feel that you do not have a balanced view in the programs that you put across, especially some of the shows. It is being talked about constantly on talkback radio, and a lot of people are asking something that I also say: how do you define a program that you put across as having a balanced view about it, whether it be from the right or from the left of politics?</p> <p>Ms Guthrie: Let me just start, and Mr Sunderland can go into details around our editorial policies. Let me start by reiterating that, in the independent surveys that we conduct regularly of the Australian population, more than 80 per cent of the population believe that the ABC provides good value to Australia, and 80 per cent of the population also trust our news coverage. So I fundamentally agree with your opening statement that the majority of Australians believe that we are biased. That is not borne out by any of the either independent or other objective surveys that are conducted. But Mr Sunderland go through our editorial policies in more detail.</p> <p>Mr Sunderland: I do not propose to take up the committee's time by going through all of our editorial policies, but there are a couple of things—</p> <p>CHAIR: Thank you, Mr Sunderland!</p> <p>Mr Sunderland: I might be able to, usefully, say. First of all, I am more than happy to take on notice and provide to you, Senator, a fair amount of detail on where you can find—they are very easy to access—our editorial policies, our</p>	Page 117-118 24/5/2017	

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				<p>guidance, a whole wealth of information about how we approach these issues, and then, if there are more specific questions you have, I can take them on notice. But there are a couple of points I need to make at the outset in relation to your opening comments. We do not, and I am sure you would not expect us to—nobody would—divide the world up into left wing and right wing and give them 50 per cent of our time. Nobody would expect us to. That is not the way to do good programming and good journalism. We have a set of policies which inform us so that on each and every issue we are covering the issues accurately, with a balance that follows the weight of evidence and with an appropriate diversity of perspectives and with due impartiality over time. That is how we aim to approach it. I well understand that everyone will have their own opinions on how well we succeed at that, but those are the standards we hold ourselves to.</p>		
110.	ABC	Griff	Better service in the Pacific	<p>Senator McKENZIE: Was that letter to the ABC? Senator GRIFF: No, that letter was in one of the submissions that are available publicly. Mr Millett: To add to the answer to that question, in the wake of shortwave and the decision by the ABC to integrate its international services within the broader ABC, we are working on a broader international strategy, which is designed particularly to look at how we better service the Pacific. There are two ways you can do that: through your distribution methods and through your programming. We are looking particularly around <i>Pacific Beat</i>, which is a very important program in servicing that audience. I had some conversations with DFAT yesterday just to inform them of progress. We are very interested in looking at how we can better service that region, particularly in programming. I promised I would come back and report on progress in developing that strategy. Senator GRIFF: How many formal complaints would you have had so far? Mr Millett: I will take that on notice but it is still fairly minimal and has been fairly unchanged: two for the Pacific.</p>	Page 123 24/5/2017	
111.	ABC	Abetz	Ms Abdel-Magied's post	<p>Senator ABETZ: Has anybody from ABC management spoken to Ms Abdel-Magied since her discussion with these 60 school students? Mr Sunderland: I would have to take that on notice to find out what discussions she may have had with her own line managers in news, following</p>	Page 126-127 24/5/2017	

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				<p>that.</p> <p>Senator ABETZ: She has a number of line managers, does she?</p> <p>Mr Sunderland: Only in the sense that she would report to the executive producer of the program that she works for and that executive producer would report to another manager, and so there a number of layers. For any given role you would normally only have one line manager, but a conversation could involve a number of layers.</p> <p>Senator ABETZ: What on earth has Ms Abdel-Magied been referring to when she says, 'Why is he allowed to say what he thinks and I am not?' What, specifically, was Ms Abdel-Magied referring to other than, of course, her Facebook post?</p> <p>Mr Sunderland: I assume that is exactly what she is referring to.</p> <p>Senator ABETZ: Right. So that is what she actually thinks, which means that the apology she gave was not sincere or genuine, because she actually thinks it. That is the difficulty we have, is it not? With this expose of her comments, I would have thought, if she had been counselled, she might have been very circumspect and said: 'Look I copped a lot of flak, and do you know what? I actually deserved it. It was a deeply offensive Facebook post, and if I had my time again I would not go near it.' But here she is in effect saying, 'Well, I should have been allowed to say what I did without any criticism.'</p> <p>Ms Guthrie: Again, Senator, that is your characterisation of the media report. I was not there. You were not there. Mr Sunderland was not there. We can take on notice whether anybody at the ABC has had a conversation with her after that conversation.</p> <p>Senator ABETZ: Clearly, Ms Guthrie, you had a conversation with her about the deeply offensive Facebook post on Anzac Day. You have just indicated that.</p> <p>Ms Guthrie: Yes, and she acknowledged—</p> <p>Senator ABETZ: Fine. I would invite you, then, to have another conversation with her, because clearly the counselling that was provided, and indeed the mentoring from Foreign Affairs, all at taxpayers' expense, has not led to any result other than her saying that she should be allowed to engage in this deeply offensive Facebook post. But you will take that on notice. Thank you for that.</p>		

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112.	ABC	Abetz	Keysar Trad story - Coverage	<p>...</p> <p>At estimates last time, ABC took on notice a question, which is question No. 100, and you provided a written answer to that. This was the non-reporting of the Keysar Trad story about the acceptability of domestic violence. The very last paragraph of the answer tells us: Nonetheless, ABC News management acknowledge that the story should have been given coverage across a greater number of ABC News outlets.</p> <p>I am wondering who is 'ABC news management' in that answer. Is it a number of individuals who came to that conclusion, and how did they come to that conclusion? Was it formally minuted anywhere?</p> <p>Mr Sunderland: You are testing my memory on the precise details of that. Senator ABETZ: If you could take that on notice, please. Mr Sunderland: I can certainly describe the process more completely. What I can tell you tonight is that I know there were more than one manager involved in those discussions. I will try to flesh that out. Senator ABETZ: If you could provide that in detail, please, I would be much obliged. And then we are told ... the story should have been given coverage across a greater number of ABC News outlets.</p> <p>I was wondering possibly, given time, if you could take on notice which ABC news outlets you believe should have also carried this story. And then: The program teams have subsequently discussed this matter as part of regular editorial meetings.</p> <p>I always get very satisfied when I am told that people have discussed an issue. I am really more interested in what was actually decided and what will change as a result of the discussion. If you could take that on notice, please. Mr Sunderland: Certainly.</p>	Page 127 24/5/2017	
113.	ABC	Abetz	Coal Bias	<p>Senator ABETZ: It made certain findings about there being no bias, and I will not go into that. Good luck to you guys for getting such a result. I do not know how, but you did. In part of the report the author noted that in response to claims the ABC had a bias against coal: ... it is the ABC's responsibility to reflect the world as it is: coal mining and the commodities sector in general have been in a downturn for the last few years and it is inevitable that the ABC's coverage of the sector will reflect</p>	Page 128 24/5/2017	

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				<p>that.</p> <p>If we take that as given—I don't, but for the purposes of this question—can I put on the record that the price of thermal coal has risen from \$55 a tonne, in May 2016, to \$90 a tonne, in April 2017, and that metallurgical coal has risen from under \$100 a tonne, in May 2016, to over \$200 dollars a tonne, in April 2017. So I am asking: where is the 'inevitable'—to use the language—ABC coverage reflecting this positive element of coal mining? Can you point me to any?</p> <p>Mr Sunderland: I think you know what I am going to say.</p> <p>Senator ABETZ: That you cannot.</p> <p>Mr Sunderland: No, not at all. There is a whole lot of assumptions and issues in there that are probably best taken on notice. I will reflect on that challenge and come back to you with some information about the nature of our coverage.</p> <p>Senator ABETZ: You justify the negative stories, because of the low prices et cetera, and then the prices surge and Stephen Long and—</p> <p>Mr Sunderland: Without in any way getting angry or emotional—</p> <p>CHAIR: Mr Sunderland, excuse me. You both are now talking over each other. He has taken the question on notice—</p> <p>Senator ABETZ: That is why I stopped.</p> <p>Mr Sunderland: Yes, but it is difficult, with respect. Any assistance the committee can give me on this would be gratefully accepted. It is very difficult to accept questions that carry with them a number of assumptions that I simply do not, in good faith, accept, and I cannot let them remain on the record without at least noting that.</p> <p>CHAIR: Senator Abetz, your questions were very clear to me. Mr Sunderland has the questions and can go back and review the <i>Hansard</i>. Mr Sunderland, if you do not agree with some of the things you can come back and demonstrate why you do not. You can clearly do that on notice.</p> <p>Mr Sunderland: I will respond to that.</p> <p>Senator ABETZ: What are the assumptions that you do not accept—that the price of coal has gone up?</p> <p>CHAIR: Senator Abetz, this is not a debating competition. You have asked the questions and they have been taken on notice. You said you had a last</p>		

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				<p>question.</p> <p>Senator ABETZ: It was asserted that there were assumptions in my question that you did not agree with and I want to know what those assumptions are, because I thought I stated what the public record discloses about the price of coal having surged, and the quotations, directly out of the report, that the ABC quotes with glee. If you are able to have negative stories about coal, because the price has been in steep decline, I was wondering why there was not an inevitability of good news stories when the price surges again? I am just saying that there is a double standard.</p> <p>Mr Sunderland: I understand, and I will be very brief. I do not want to extend this more than its natural life will allow. But to take one line out a report that was perhaps 100 pages long and characterise it in the way you have, as a blunt assessment that negative coverage flows from low prices—there is a problem with that. So let's tease it out. Let me take it on notice and we will deal with it.</p> <p>CHAIR: Senator Abetz, this has now definitely become a debate on an issue rather than an appropriate discussion for estimates. You have taken it on notice and if you would like to have this discussion separately you can do so, but we are short of time.</p>		
114.	ABC	Abetz	Ms Abdel-Magied	<p>Senator ABETZ: Can I ask one last question on notice: when Ms Guthrie first spoke with Ms Abdel-Magied? I will leave it at that, and thank you for your forbearance.</p>	Page 128 24/5/2017	
115.	ABC	Roberts	Pay packages across ABC	<p>Senator ROBERTS: I am going to focus on cost and public policy. What was the average percentage rise in individual pay packages across the ABC in the last 12 months?</p> <p>Ms Guthrie: We will have to take that on notice.</p> <p>Senator ROBERTS: You would know that I serve the people of Queensland and that therefore I ask questions on behalf of the people of Queensland. Perhaps you do not know that our supporters have a strong moral compass and a strong work ethic. So let me just ask you a few preliminary questions before I get to the main questions. Are you aware that people across Queensland are concerned about energy prices and security, overregulation and government intrusion into people's lives and tax increases paying for rampant out-of-control government spending? Are you aware now, more</p>	Page 129 24/5/2017	

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				<p>specifically, that the Australian Bureau of Statistics figures show that wages went up 1.9 per cent last year, and that that involved a 2.1 per cent cost of living rise?</p> <p>Ms Guthrie: I am not sure what you are quoting.</p> <p>Senator ROBERTS: The Australian Bureau of Statistics statistics—I am leading into questions specifically about the ABC.</p> <p>Ms Guthrie: I do not have the ABS statistics in front of me.</p> <p>Senator ROBERTS: Okay, that is reasonable. People's wages though—what I am getting to—are not keeping up with prices. People's standard of living is falling. People are essentially getting poorer. So are you aware that electricity price rises are killing industry and small business?</p> <p>Ms Guthrie: Senator, it does not seem that that is a question that, as the Managing Director of the ABC, I should be opining on.</p> <p>Senator ROBERTS: Okay. Do you know that workers outside government had on average a 1.8 per cent rise last year while the people, whose wages they pay for—public servants—had a 2.4 per cent rise. So why did the people who pay for public service wage rises get less than the public servants they pay for?</p> <p>Senator DASTYARI: Because of the government.</p> <p>Ms Guthrie: I said that I would take on notice the increases at the ABC, and that is all I can, frankly, speak to intelligently.</p> <p>Senator ROBERTS: So, Australians want to know public service salaries—and I have asked this question of every department head that has come to Senate estimates when I have been in a session with them. What, Ms Guthrie, is your annual pay, including all entitlements?</p> <p>Ms Guthrie: My annual pay is set by the Remuneration Tribunal and it is currently \$900,000.</p> <p>Senator ROBERTS: Thank you.</p>		
116.	ABC	Roberts	ABC staff earnings	<p>Senator ROBERTS: My salary is disclosed, as is everyone's in this room, and I believe that all taxpayers should be entitled to see all public servants' salaries. Could you please take on notice that I would like to know the salary and titles of all ABC staff earning more than \$250,000.</p> <p>Ms Guthrie: We will take that on notice.</p>	Page 129-130 24/5/2017	

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				<p>Senator ROBERTS: I would like to know the salaries of all journalists and program presenters earning more than \$200,000 a year together with the average time they spend on air each week.</p> <p>Ms Guthrie: Again, we will take that on notice.</p> <p>Senator ROBERTS: Thank you. Could you also please provide the increase in salary for the managing director's position over the last 10 years.</p> <p>Ms Guthrie: Again, we will take that on notice.</p> <p>Senator ROBERTS: Could you also tell me how many investigative journalists the ABC employs, and how much they are paid.</p> <p>Ms Guthrie: Are there particular programs that you are interested in?</p> <p>Senator ROBERTS: I would just like to know how many investigative journalists the ABC has.</p> <p>Ms Guthrie: I am not sure that we can make a distinction between investigative journalists and other journalists but, again, we will take that on notice.</p>		
117.	ABC	Roberts	Major Platforms - Cost	<p>Senator ROBERTS: How many people are employed in radio and what is the budget for radio?</p> <p>Ms Guthrie: Again, we will have to take that on notice.</p> <p>Senator ROBERTS: That is fine. Can you tell me how many people are employed in TV and what is the budget for TV? How many people are employed in the internet—from the ABC, that is—and what is the budget for the internet?</p> <p>Ms Guthrie: We do not have specific divisions that are done on that basis. Again, I think we will take that on notice and provide you some information.</p> <p>Senator ROBERTS: Perhaps you could help me to understand—</p> <p>Ms Guthrie: There is no internet division. There is a television division and there is a radio division but not a—</p> <p>Senator ROBERTS: The internet just sort of marries in between the two, or some radio goes to internet and some TV goes to internet?</p> <p>Ms Guthrie: That is correct.</p> <p>Senator ROBERTS: I would like to get an understanding of what the three major platforms cost. Is that possible?</p> <p>Ms Guthrie: Again, we will have to take that on notice. You are interested in total salaries or all costs?</p>	Page 130 24/5/2017	

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				<p>Senator ROBERTS: I would like to know the total costs. I do not need the salaries in each area. I would just like to know the total costs for each area. We have discussed costs broadly. I would now like to move to ABC functions and responsibilities. As well as protecting the public purse, a senator's role is concerned with ensuring respect for public policy process—in other words, it is not just the amount of money; it is the effectiveness and transparency of the spending. Would you agree with that?</p> <p>Ms Guthrie: Yes.</p>		
118.	ABC	McKenzie	ABC spending on radio transmission	<p>Senator McKENZIE: I want to very quickly follow up on the questions on notice submitted to the ABC rural and regional advocacy bill inquiry, and I also have a couple of questions for Ms Higgins.</p> <p>In terms of the ABC radio transmission strategy paper from May 2016, which I understand was the basis for making the shortwave decision, I wanted to clarify how much the ABC does spend on radio transmission.</p> <p>Ms Guthrie: I will have to take that on notice.</p> <p>Senator McKENZIE: Ms Higgins? It is right here.</p> <p>Ms Higgins: How much we spend in total on transmission?</p> <p>Senator McKENZIE: Yes—on radio transmission.</p> <p>Ms Higgins: Radio transmission? I will have to take that on notice—the split between the radio and the TV. My apologies.</p> <p>Senator McKENZIE: But the total pool is \$180 million?</p> <p>Ms Higgins: Approximately, yes.</p> <p>Ms Guthrie: Of course, that is television and radio.</p>	Page 131 24/5/2017	
119.	ABC	McKenzie	Technology solutions - NT	<p>Senator McKENZIE: The question is: why did you falsely lead Territorian communities about the technological solutions they would have available to them following the closing down of the short wave?</p> <p>Ms Guthrie: I do not believe that is what we did.</p> <p>Senator McKENZIE: On notice, could you please review the ABC's public comments and the two press releases at the time and compare it to page 2 of your transmission strategy, which makes it very clear that these technologies were in no way going to fill that gap. That is on notice.</p> <p>CHAIR: Are you happy to take it on notice?</p> <p>Ms Guthrie: Yes.</p> <p>Senator McKENZIE: I am assuming that will not be a problem. Also on</p>	Page 132 24/5/2017	

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				<p>page 2, one of the issues—I think Senator Urquhart raised it through the inquiry, as did others—was the claim that you shut it down because only 500 people across the NT were using it. When I go to this evidence, under short-wave showers the percentage available is not available; we do not know how much of the land mass the short wave covers. Then we go across to a percentage of regular users, where it says it is less than 500 people, but there is an asterisk next to that. When I go down to the asterisk to try to find out what the footnote actually says, that is also redacted. Why?</p> <p>Ms Guthrie: I do not have the document in front of me, Senator. I will have to take that on notice.</p> <p>Senator McKENZIE: Could you please take that on notice because I do not see any reason why that would not be able to be publicly available. Similarly, data around penetration and audience was redacted. I would like to know why that was redacted and I would like to know what that piece of information was. We cannot ascertain the board's decision making process if we do not know what evidence they had before them. I would appreciate that.</p>		
120.	ABC	McKenzie	ABC Outbidding	<p>Finally, I just wanted to return to the evidence given in Senator Dastyari's select committee on 17 May by Mr Hywood, who had great concern about the ABC outbidding commercial new organisations. I know we have traversed this with other senators. Ms Higgins, you might be able to help me with this. I would like to know how much the ABC spent on AdWords auctions.</p> <p>Ms Guthrie: I think we previously said that we would take that question on notice.</p> <p>Senator McKENZIE: You have your chief financial officer here. I am sure she has the figures available. It is budget estimates, after all.</p> <p>Ms Guthrie: In terms of our rough monthly spend—is that what you are interested in?</p> <p>Senator McKENZIE: I want some quantification around these claims of how the ABC is using taxpayers' money.</p> <p>Ms Guthrie: On an overall basis, our direct external marketing budget is 0.2 per cent of our total budget, which is roughly about \$2 million. Of that, a portion goes to search spend. Roughly it is about \$30,000 a month.</p> <p>Senator McKENZIE: Could I have on notice a breakdown of how much you pay for the AdWords auction, Google and any social media advertising</p>	Page 132 24/5/2017	

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				<p>separate to that. Are there any other areas where the ABC is outbidding commercial news organisations?</p> <p>Ms Guthrie: Again, I find it difficult to say that we are outbidding anybody because we have no idea whether anybody is actually in the auction. Based on how little we spend on a relative basis, and certainly on a cost-per-click basis, I deeply suspect that there is no auction pressure at all, which means that we are not outbidding commercial media.</p>		
121.	ABC	McKenzie	Marketing spend	<p>Senator McKENZIE: One of the arguments put forward by, I think, the ABC—I need my glasses now that I am over the age—was that, in a digital age, this is how we get the message out about what we are doing and who we are. How did the ABC advertise what you were doing and who you were in the non-digital age?</p> <p>Ms Guthrie: We—</p> <p>Senator McKENZIE: Could you take that on notice. I am pretty sure that you did not advertise in the local newspapers.</p> <p>Ms Guthrie: In terms of marketing spend?</p> <p>Senator McKENZIE: Yes.</p> <p>Ms Guthrie: We can definitely take that on notice.</p> <p>Senator McKENZIE: Thank you. There will be other questions on notice around the shortwave.</p>	Page 133 24/5/2017	
122.	ABC	Roberts	ABC's Stateline program – Climate Specialists	<p>Senator ROBERTS: I am going to make these questions brief. I challenged the ABC's <i>Stateline</i> program—I think it was around 2010—over broadcasting Professor Ove Hoegh-Guldberg's misrepresentations of the climate, and I was told that the ABC takes no responsibility whatsoever for what guests say on their program. Why not?</p> <p>Ms Guthrie: Perhaps Mr Sunderland can talk to that, as he was at the ABC at that point in 2010.</p> <p>Mr Sunderland: I am sorry to say I am not aware of that precise exchange of communication. I would be happy to take that on notice. If you can provide some more information, I will give you a considered response on notice.</p> <p>Senator ROBERTS: Thank you. I am particularly annoyed by the fact that the ABC quite often sanctifies people as climate scientists and repeatedly invites the same people back as guests, and these people have distorted science and misrepresented science. That is what I pointed out to the ABC,</p>	Page 134-135 24/5/2017	

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				<p>and they just said, 'We don't take any responsibility.' On what basis has the ABC repeatedly and vigorously promoted such notions?</p> <p>Mr Sunderland: I do not believe we have. We report that issue, as all other issues, impartially and with balance that follows the weight of evidence.</p> <p>Senator ROBERTS: Perhaps I will include on notice, rather than take up people's time now, some questions about basic understandings on science. I would like them answered, please, because I think there is something the ABC is missing. On whose science does your organisation rely?</p> <p>Mr Sunderland: That question makes no sense to me, I am sorry.</p> <p>Senator ROBERTS: It does not?</p> <p>Mr Sunderland: No, none whatsoever.</p> <p>Ms Guthrie: We do not rely on science in that way.</p> <p>Senator ROBERTS: Which scientific organisations do you take advice from on climate?</p> <p>Senator DASTYARI: Corrupt ones like the CSIRO!</p> <p>CHAIR: Senator Dastyari!</p> <p>Mr Sunderland: We report the facts. We do not take advice on what we should report. We undertake our own journalism and we report the issues based on accuracy, impartiality, diversity of perspectives, and a balance that follows the weight of evidence. That is how we operate. I am not saying we are perfect, but that is how we operate.</p> <p>Senator ROBERTS: That is why I would like answers to those questions, because, in my view, the ABC has not promoted facts on climate science. That is the nub of my questions.</p> <p>Mr Sunderland: I understand. If you have a particular issue, then, as with the case of the <i>Stateline</i> story from 2010, anything you would like to draw to our attention that goes to the specifics we will happily take on notice and respond to you.</p> <p>Senator ROBERTS: What is a 'climate science denier'? The ABC uses the term a lot.</p> <p>Mr Sunderland: With respect, I am not sure that I can see the purpose or the value of me attempting to provide you with a series of definitions on issues like this. If there are questions you have about our content, I am happy to go on to them.</p>		

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				<p>Senator ROBERTS: I do. On <i>Four Corners</i>, they described me as a 'climate science denier', so I would like to know what that is.</p> <p>Mr Sunderland: In relation to that instance, I will happily have a look at that. I will have a look at the way you were described, and I will respond to you about any labelling and the reasons for it.</p> <p>Senator ROBERTS: Thank you. I would also like to know why Raf Epstein, your compere on the <i>Drive</i> program in Melbourne, clearly stated to his ABC audience, 'Pauline Hanson's One Nation party lies about climate,' with the clear implication to his audience that I lie about climate.</p> <p>Mr Sunderland: Again, if you can give me the date and any information you have on that, we will happily have a look at it.</p> <p>Senator ROBERTS: I will. Why did he later tweet specifically that I lie about climate?</p> <p>Mr Sunderland: Same answer: let us know, and we will have a look and see if that was the case.</p> <p>Senator ROBERTS: Why, when he makes accusations at anyone, much less a senator representing a state, does he repeatedly refuse to give me a right of reply?</p> <p>Mr Sunderland: Again, I am happy to take that on notice. I would note that you and I have had correspondence in relation to a specific element of your right of reply, which I have dealt with. If you have instances other than that, once again, as with that case, I will look into it and get back to you.</p> <p>Senator ROBERTS: Specifically coming back to Raf Epstein's behaviour, he lured me onto his program—and it was my choice to appear—on the basis that he promised me a right of reply, and then once in his studio, he denied me that opportunity. Is that behaviour that you condone?</p> <p>Mr Sunderland: I would not characterise it that way without making myself aware of the facts. I will happily look into it.</p> <p>Senator ROBERTS: I am happy to go into details on this. Why then did he repeatedly prevent my finishing statements, never give me the right of reply and simply say he controls the microphone?</p> <p>Mr Sunderland: I have no idea. Once again, briefly and for the record, I am happy to take all of this notice, but I do not want the impression to be left that I am accepting these characterisations.</p>		

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				<p>Senator ROBERTS: You have made that clear. CHAIR: You have made that very clear, so you can leave it at saying you will take it on notice. That will suffice.</p>		
123.	ABC	Dastyari	Complaints	<p>Senator DASTYARI: Mr Sutherland, as a headline figure how many complaints—I do not know if that is the right word—do you get a year? Mr Sunderland: I will take that on notice. Senator DASTYARI: Are we talking about 10,000 or 20,000? Mr Sunderland: It is in that order, but there is a difference between the number of obvious complaints we get and the number of editorial complaints we get, and so I would prefer to give you some more accurate figures on that.</p>	Page 136 24/5/2017	
124.	ABC	Williams	Journalists and Presenters - Vacancies	<p>In relation to a notice on the ABC website (21/3/17) advertising vacancies for journalists and presenters at Mildura, Tamworth and Toowoomba, the advertisement indicated the vacancy was open only to Aboriginal and Torres Strait Islander applicants.</p> <ol style="list-style-type: none"> 1. How many applications were received for each position? 2. Of the applicants, how many identified as being of Aboriginal or Torres Strait islander descent. 3. For those who identified as being of Aboriginal or Torres Strait Islander descent, how was this verified by the ABC to ensure the strict guidelines were met? 4. Were the positions filled by people of Aboriginal and Torres Strait Islander descent? 5. If in the above situation where there are no applicants or suitable applicants under the guidelines, are applications invited from other sections of the community or are the positions left vacant? 	Written 26/05/2017	
125.	ABC	Reynolds	7.30 Broadcast	<ol style="list-style-type: none"> 1. On 20 March, the ABC broadcast allegations from a man they presented as a whistle-blower speaking in fear of his job. It took a full month for 7.30 to acknowledge the fact that that the man had only worked for Aerocare for eight weeks - nine months prior to his interview. Even then, 7.30 has refused to concede that it was unreasonable to suggest he was risking his job. Do you think 7.30 has demonstrated a commitment to 	Written 29/05/2017	

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				<p>integrity, accuracy and responsibility in this matter?</p> <p>2. Are you concerned that 7.30 itself has been involved in the falsification and manipulation of key aviation safety documents, shown on screen to support an extraordinary and unsubstantiated accusation that such documents were “irregularly doctored” by Aerocare?</p> <p>3. Why did it take 1 month for 7.30 to broadcast any acknowledgement that it had breached ABC editorial standards for accuracy?</p> <p>4. Has Aerocare received a response from the ABC concerning the complaints raised in relation to 7.30’s second story broadcast on 20 April?</p>		
126.	ABC	Abetz	Four Corners Vacancy	<p>Can I draw your attention to the Social Media and Engagement Producer – Four Corners advertisement on the ABC careers website.</p> <p>(a) Can you confirm that this position is paid up to \$89,000 plus 15% superannuation?</p> <p>(b) How many staff does Four Corners employ?</p> <p>(c) Do those staff have their own social media accounts?</p> <p>(d) Why there is a need for specialist capacity for a one hour a week programme?</p> <p>(e) Do other programmes like 730, Q&A and the Drum have specialist social media producers?</p> <p>(f) How many social media producers and staff does the ABC employ across the board?</p> <p>(g) Why hasn’t the ABC tried to consolidate this expertise?</p>	Written 29/5/2017	
127.	ABC	Abetz	ASL level staff	<p>The Portfolio Budget Statement reveals that there have been around 50 fewer staff employed over the last year, at least on an ASL level.</p> <p>(a) What have the efficiency savings been?</p> <p>(b) How have those savings been used?</p> <p>(c) If the ABC can find savings of this magnitude to pursue other projects, has any thought been given to providing a dividend to consolidated revenue?</p>	Written 29/5/2017	
128.	ABC	Abetz	Appropriation – ABC Budget	<p>Is there an increase in the appropriation to the ABC in the Budget? If so, on what will that be spent?</p>	Written 29/5/2017	
129.	ABC	Abetz	Ms Yasmin Abdel	<p>1. When was Ms Yasmin Abdel Magied first employed by the ABC?</p>	Written	

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			Magied - Employment	<p>2. What are the terms of her employment? (ie. Is she on a contract for work performed, provided a retainer, part time or casual employee)</p> <p>(a) Is she covered by the Enterprise Agreement or on an individual arrangement?</p> <p>(b) Is she employed for a specific purpose or paid for all work on the ABC – ie. Only for Australia Wide or also paid for Q&A etc? (please detail in full)</p> <p>(c) What is the end date of her contract?</p> <p>3. How did Ms Abdel Magied come to be employed by the ABC?</p> <p>(a) Was she sought out by the ABC or did she apply for an open position?</p> <p>(b) What qualifications does she provide to be a presenter?</p> <p>4. In relation to evidence provided at the hearing, in what form did the counselling of Ms Abdel Magied take?</p> <p>(a) Was the only counselling provided, provided by Ms Guthrie?</p> <p>(b) If not, please provide information on other</p>	29/5/2017	
130.	ABC	Abetz	Sydney Writers Festival - Funding	<p>1. How much funding did the ABC provide to the Sydney Writers Festival?</p> <p>(a) What was the purpose of the funding?</p> <p>(b) What, if any, input did the ABC have into the organisation of the Festival?</p> <p>(c) Was the ABC involved in the budgeting and planning of the Festival including provision of “talent”?</p> <p>(d) Does the ABC have visibility of appearance fees paid to the ‘talent’? If so, please advise the payments made and to whom.</p>	Written 01/06/2017	
131.	ABC	Hanson	Managing Director	<p>1. The Managing Director of the ABC is listed as a Tier E position within the Principal Executive Office classification. There is a minimum salary but no maximum.</p> <p>(a) What process was undertaken to set the remuneration of the MD of the ABC in the current financial year, including benchmarking and consultation with the Remuneration Tribunal?</p> <p>(b) What proportion of the MDs remuneration is salary and what proportion is performance bonus and what proportion is</p>	Written 7/06/2017	

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				superannuation benefits? (c) How many people report directly to the MD of the ABC? Of this group how many earn more than \$400,000 in remuneration (salary plus performance bonus plus superannuation)?		
132.	ABC	Hanson	On-air Presenters	The ABC employs a number of on-air presenters on contract. What are the individual remuneration packages not the names) of the top 20 on air presenters and for each remuneration package please indicate if the show is on TV or radio or something else?	Written 7/06/2017	
133.	ABC	Hanson	Remuneration – Ongoing staff	What is the total amount of remuneration of all ABC ongoing staff? How much do the top 20% earn?	Written 7/06/2017	
134.	ABC	Hanson	Remuneration – Contract staff	What is the total amount of remuneration of all contract staff to the ABC involved with programming (not building maintenance, IT and similar support activities)? What do the top 20% earn?	Written 7/06/2017	
135.	ABC	Hanson	Withholding Remuneration from Public - Presenters	It has been argued, at Additional Senate Estimates, the ABC should not make the remuneration packages of its most highly paid presenters public on the basis that the ABC competes for staff with other television channels. The ABC however is funded by taxpayers and is accountable to the shareholder Ministers and the Parliament. (a) What is the legal basis of withholding remuneration information from any one of the 78 Senators who making the final decisions on the funding of the ABC? (b) What is the remuneration package for the MD of the ABC? (c) Please provide the name and remuneration package of the top twenty on air presenters employed or contracted by the ABC or related companies?	Written 7/06/2017	
136.	ABC	Urquhart	ABC Efficiency	1. What steps is the ABC taking to ensure efficiency in the implementation of its transformational program? 2. How are recent staffing changes that the ABC making the ABC more efficient in terms of cost-cutting and skills-retention?	Written 7/06/2017	
137.	ABC	Urquhart	ABC Redundancies, Redeployment and New Jobs this year	1. How many ABC employees have been retrenched this calendar year? 2. How many ABC jobs have been abolished this calendar year? 3. How many ABC jobs have been redesigned and filled via direct appointments this calendar year? 4. How many new roles has the ABC created this calendar year? And of	Written 7/06/2017	

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				<p>these roles, how many of the new roles are considered Digital roles by the ABC?</p> <p>5. Since 7 March 2017, how many ABC Senior Executives have been retrenched in order to reduce ABC management by 20%? (a) And how many, if any, of these employees have been successfully redeployed into other ABC jobs?</p> <p>6. Since 7 March 2017, how many ABC staff covered by the ABC Enterprise Agreement have been retrenched in order to reduce ABC management by 20%? (a) And how many, if any, of these employees have been successfully redeployed into other ABC jobs?</p> <p>7. What kind of training does the ABC currently plan to provide to staff in order to avert or mitigate redundancies this year?</p> <p>8. How much has the ABC spend on redundancies this calendar year?</p>		
138.	ABC	Urquhart	Non-Ongoing ABC employment	<p>1. How many ABC staff expressed as Headcount, did the ABC employ in the 2014, 2015 and 2016 financial years, broken down as a percentage of ongoing and non-ongoing employees?</p> <p>2. How many ABC staff expressed as Full Time Equivalents, did the ABC employ in the 2014, 2015 and 2016 financial years, broken down as a percentage of ongoing and non-ongoing employees?</p> <p>3. How many ABC staff expressed as headcount and full time equivalents, did the ABC employ under the ABC Senior Executive agreement in the financial years of 2014, 2015 and 2016?</p> <p>4. How many ABC staff expressed as headcount and full time equivalents, did the ABC employ under the ABC Enterprise Agreement in the financial years of 2014, 2015 and 2016?</p> <p>5. If possible, can the ABC also provide the answers for Questions 1-4 broken down by ABC Divisions as follows:</p> <ul style="list-style-type: none"> - ABC international - ABC Commercial including Retail - Audience & Marketing - Broadcast Operations - Capital Works - Corporate Management * 	Written 7/06/2017	

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				<ul style="list-style-type: none"> - Digital Network - Finance & Operations - News - Operations Planning - People - Property - Radio - Regional - Technology - Television 		
139.	ABC	Urquhart	External Labour Hire	<ol style="list-style-type: none"> 1. Does the ABC use external labour hire companies? 2. If yes, in which ABC divisions does the ABC use them in? And for what reasons? 3. How many ABC workers from external labour hire companies were used by the ABC for the financial years of 2014, 2015 and 2016, broken down by headcount and FTEs? 	Written 7/06/2017	
140.	ABC	Urquhart	Staff re-engagement after retrenchment	<ol style="list-style-type: none"> 1. How many ABC staff have been re-engaged within 12 months by the ABC in the 2012, 2013, 2014, 2015 and 2016 financial years? 2. Did the ABC's Managing Director give express approval for these re-engagements in all instances? 	Written 7/06/2017	
141.	ABC	Urquhart	ABC Recruitment Expenditure	<ol style="list-style-type: none"> 1. Approximately how much money did the ABC spend directly on recruitment advertising in the financial years of 2014, 2015 and 2016? 2. What other below the line recruitment costs does the ABC incur (please list) and what would these estimated costs be for the financial years on 2014, 2015 and 2016? 3. Is all ABC recruitment managed by the ABC Human Resources or does the ABC enlist the services of external recruitment agencies to fill new positions? 4. What criteria or guidelines does the ABC use when deciding to use external recruitment agencies? 5. Approximately what percentage of ABC recruitment work is done by the ABC, and what percentage is done by external recruitment agencies? 6. Does the ABC have supply contracts with these agencies or are they case by case engagements? 	Written 7/06/2017	

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142.	ABC	Urquhart	ABC Rural	<ol style="list-style-type: none"> 1. Does ABC Rural have a stand-alone travel budget? 2. If no, what are the measures that the ABC is taking to ensure Rural reporters and content makers have access to a stream of funding that allows them to continue to travel and make distinct and unique specialised local content? 	Written 7/06/2017	
143.	ABC	Urquhart	Audio Description	<ol style="list-style-type: none"> 1. Has the ABC allocated any funds for the provision of Audio Description services over the forward estimates? 2. In the February Estimates (Hansard reference Page 99 28/02/2017) Ms Guthrie representing the ABC stated that she would be able to provide a cost per hour calculated from the previous trials undertaken. Is that cost per hour now available? In yes, can you provide costings. If not, why not? 3. When will the ABC go to market for a permanent audio description service? 4. Is the ABC on track to finalise its media access strategy by 30th June 2017? Has the delivery of Audio Description services been addressed in the strategy? 	Written 7/06/2017	
144.	ABC	Hanson-Young	Content Budget	<p>For each of the financial years from 2012-13 to 2015-16:</p> <ol style="list-style-type: none"> 1. What was the total content budget for ABC Television? 2. What was the budget for: <ol style="list-style-type: none"> (a) fiction <ol style="list-style-type: none"> i. Drama ii. Narrative comedy (b) children's programs, and (c) factual and documentaries. 3. What was the acquisition budget for: <ol style="list-style-type: none"> (a) fiction <ol style="list-style-type: none"> i. 1. Drama ii. 2. Narrative comedy (b) children's programs, and (c) factual and documentaries. 4. What was the commissioning budget for: <ol style="list-style-type: none"> (a) fiction <ol style="list-style-type: none"> i. 1. Drama ii. 2. Narrative comedy 	Written 6/06/2017	

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				(b) children's programs, and (c) factual and documentaries.		
145.	ABC	Hanson-Young	Expenditure and hours	<p>For each of the financial years from 2012-13 to 2015-16:</p> <ol style="list-style-type: none"> 1. Can a breakdown be provided of expenditure incurred and hours produced for each of the following categories: <ol style="list-style-type: none"> (a) fiction <ol style="list-style-type: none"> i. 1. Drama ii. 2. Narrative comedy (b) children's programs, and (c) factual and documentaries. 2. Can a breakdown be provided of expenditure incurred and hours produced for Australian programs in each of the following categories: <ol style="list-style-type: none"> (a) fiction <ol style="list-style-type: none"> i. Drama ii. Narrative comedy (b) children's programs, and (c) factual and documentaries. 	Written 6/06/2017	
146.	ABC	Hanson-Young	Position and value – Australian content	<p>Noting:</p> <ul style="list-style-type: none"> • the SBS recently argued for a fully funded Australian content quota to be applied to the SBS • the Managing Director of the ABC made comments at the Content Conversation relating to content quotas • the BBC has recently been made subject to local content quotas <ol style="list-style-type: none"> 1. Can the ABC state its position on the desirability and value of Australian content quotas for: <ol style="list-style-type: none"> (a) the ABC (b) commercial television broadcasters, and (c) SVODs such as Stan, Amazon and Netflix. 	Written 6/06/2017	
147.	OCeSC	O'Neill	Staff roles	<p>Senator O'NEILL: Of your 37 ASL, how many were formerly dedicated to work with children?</p> <p>Ms Inman-Grant: I do not have the answer to that question.</p> <p>Ms Vassiliadis: The majority of the staff that we had prior to the recent expansion had a diverse range of roles. But the majority dealt with providing and developing online safety resources for children.</p>	Page 5 25/5/2017	

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				<p>Senator O'NEILL: The majority being how many?</p> <p>Ms Vassiliadis: I would say 80 per cent.</p> <p>Senator O'NEILL: On notice, could you indicate the roles that were undertaken prior to the change of focus. I have to say it is a concern. I do not think that children's needs with regard to the internet are decreasing, and you are being asked to do a whole lot more. I think there are issues that we need to keep an eye on here around resourcing and capacity. The need is great, and response capacity needs to be there. It would be a shame if children were to miss out on support, as needy as other sectors of our community are. Is that clear? Can you give me the old roles, the new roles and who is in what. How did you source your 23 contractors?</p> <p>Ms Inman-Grant: I think through a range of—</p> <p>Ms Vassiliadis: Predominantly through a recruitment panel.</p>		
148.	OCeSC	O'Neill	Terrorism Scheme	<p>Senator O'NEILL: ... My next question is: what jurisdiction does the Office of the eSafety Commissioner have with respect to terrorism related material under the Online Content Scheme under the Broadcasting Services Act 1992, and could you explain how that scheme is administered by your agency?</p> <p>Ms Inman-Grant: We do not administer the terrorism scheme but through the hotline we do receive notice of illegal content which could contain CVE or terrorism related material. I will take that on notice to give you some specific statistics in terms of what has come through. Obviously something like that would be triaged as a top priority. One example I can give you that has happened on my watch is that after the Bourke Street massacre there was some content that was up on YouTube that was pretty gratuitous. I got a call from the Prime Minister's cybersecurity adviser and was advised of it. We got right on the phone with YouTube, because our relationships with Google and YouTube are so good, and it was down within the hour.</p> <p>Senator O'NEILL: Would you give me a description of the scheme as you understand it? If it is not administered by your agency, do you know who administers it?</p> <p>Ms Inman-Grant: I believe that is through the Australian Attorney-General's Department.</p> <p>Senator O'NEILL: Could you please confirm for the committee whether any other government department has been in contact with your office on the</p>	Page 6-7 25/5/2017	

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				<p>pragmatic advertising issue?</p> <p>Ms Inman-Grant: The advertising issue—I do not recall that anyone has been in touch with us.</p> <p>Senator O'NEILL: Could you take that on notice and indicate which agency and when? I will take a risk here and ask for an opinion. The division of responsibilities between agencies in cybersafety and cybersecurity matters in Australia may lead to a lack of clarity about the responsibilities for matters in the cyberspace. There are so many moving parts.</p>		
149.	OCeSC	O'Neill	Website visits	<p>Senator O'NEILL: Ms Inman-Grant, how many people visit your website per day?</p> <p>Ms Inman-Grant: I will have to take that on notice. I know that we have had over two million website hits over the last year.</p>	Page 10 25/5/2017	
150.	OCeSC	Kakoschke -Moore	Videos of flights in schools	<p>When the Office is notified of content that has been uploaded onto a social media platform, or image/video sharing site of a schoolyard fight, what is the Office's procedure? Are local police notified?</p>	Written 7/06/2017	
151.	OCeSC	Kakoschke -Moore	Online reporting tool – victims of Revenge Porn	<ol style="list-style-type: none"> 1. What will this online tool look like? 2. Will it be an app? 3. Will matters be referred to police, and how will this be accomplished? 4. What will the data the tool collects be used for? 5. When will the tool be available? 	Written 7/06/2017	
152.	ACMA	Urquhart	ACMA Review – implementation of recommendations	<p>Senator URQUHART: What resourcing implications does implementation of the review have for the agency? Obviously a number of people are moving into other departments. What implications does that have as a result of implementing the review all through?</p> <p>Mr Bean: I will ask Ms Caruso to talk to that. There will, for example, in relation to the AISI, be a small adjustment associated with moving staff.</p> <p>Ms Caruso: In relation to the Australian Internet Security Initiative, there will be the equivalent of 2.5 staff transferring to the Attorney-General's Department. In relation to some of the other functional changes, there is a body of work for the ACMA to conduct reviews in some of the matters. Recommendation 6 requires us to look at some of our existing functions to see whether there is scope for some elements of those functions to be referred to industry for self-regulation. That is a body of work that we will take forward with industry, and the different industry sectors involved in those different</p>	Page 16 25/5/2017	

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				<p>activities, over the next 12 months. So I would suggest that different recommendations will actually have a different implementation path. Some are for the ACMA squarely to implement, in relation to performance improvement changes that have been identified and reporting changes. There are other recommendations that we will need to take forward with industry and progress with industry, and test their appetite and readiness for all taking on some aspects of the regulatory regime. We will be progressing those recommendations over the course of the year.</p> <p>Senator URQUHART: I also note that the government supports in principle all 27 recommendations of the report. Could you provide, maybe on notice, a bit more detail around the implications and what the effects will be on the ACMA in relation to the implementation of those recommendations?</p> <p>Mr Bean: Yes. We have, you will not be surprised to hear, developed and are developing an implementation plan, and we would certainly be happy to share that with you.</p>		
153.	ACMA	Urquhart	Cybersecurity programs – transfer to AG’s	<p>Senator URQUHART: Minister, given the government's support for the cybersecurity programs being transferred to the A-G's Department, do you think there is a risk that stakeholders will experience a less harmonised approach from government? Is there a risk of greater duplication and red tape for stakeholders in the cybersecurity space?</p> <p>Senator Fifield: I do not think that is the case, Senator. I might just take you through what the division of labour is in relation to cybersecurity matters, which we touched on during the discussion with the eSafety Commissioner. It is a multilayered thing. The online environment is not owned by any individual agency, so I will just take you through the various elements. Cyberthreats and vulnerabilities—I guess matters in relation to that are broader policy issues for the Special Adviser to the Prime Minister on Cybersecurity. Questions about online crime fall to the Australian Federal Police. Matters relating to terrorism or the financing of terrorist organisations through online advertising are matters for the Attorney-General's portfolio and the Australian Federal Police. Questions relating to online privacy are for the Office of the Australian Information Commissioner. Questions relating to online scams are matters for the Australian Competition and Consumer Commission. As we have noted, ACMA's cybersecurity program is being</p>	Page 18-19 25/5/2017	

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				<p>transferred to the Attorney-General's Department. So those are the broad jurisdictional arrangements for the online environment.</p> <p>Senator URQUHART: Are you able to table that detail or provide it?</p> <p>Senator Fifield: We will provide that. It is in a scribble format, so we will provide—</p> <p>Senator URQUHART: Tidy it up for me—thank you.</p>		
154.	ACMA	Xenophon	ACMA Decision – Gambling service penalty	<p>Senator XENOPHON: Back in March 2017, the ACMA decided not to penalise Channel 9 for showing six commercials for a gambling service during a kids' program, <i>The Spiderwick Chronicles</i>, between 7.30 and 8:30 pm last September 2016. The ACMA does not have the power to fine a broadcaster, does it? What teeth will the ACMA have if there has been a breach of this new voluntary code?</p> <p>Mr Bean: The code will fit into the existing co-regulatory regime, so the ACMA will have the same powers in relation to breaches of this code that it will in relation to breaches of any other part of the commercial codes. They do vary a little. As you say, we do not have the power, for example, to fine in relation to breaches of industry codes.</p> <p>Senator XENOPHON: What is the sanction then?</p> <p>Mr Bean: There is a graduation of sanctions available to us ranging from writing to broadcasters informing them of the breach finding and asking them what they are going to do about it. I have to say that sounds mild, but it is in practice typically very effective. Broadcasters typically in those circumstances undertake to institute changes to the practices to ensure that the breach does not occur again. We then have after that a different range of powers. If you would like some detail on that, I will ask—</p> <p>Senator XENOPHON: No, can you take that on notice, please, just because of time constraints.</p> <p>Mr Bean: Yes.</p>	Page 19-20 25/5/2017	
155.	ACMA	Xenophon	Compliance measures against broadcasters – betting ads	<p>Senator XENOPHON: Have any sanctions been imposed in relation to betting advertising?</p> <p>Ms McNeill: When you say 'sanctions', not formal sections of that kind, but we have obtained the agreement of broadcasters to modify their processes—again, directed to future compliance. That was one of the circumstances you</p>	Page 21-22 25/5/2017	

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				<p>identified earlier. Senator XENOPHON: Could you take on notice what compliance measures or actions have been taken against broadcasters over the last three years in respect of complaints about betting ads. Ms McNeill: Yes.</p>		
156.	ACMA	Reynolds	Overall Compliance with the code	<p>CHAIR: Could you, perhaps, Mr Bean, or Ms McNeill, let the committee know what the overall compliance with the code is like by broadcasters? Mr Bean: Numbers of complaints and numbers of breach findings and so on? CHAIR: Yes. Mr Bean: Yes, we can provide those statistics. CHAIR: Is compliance with the code generally quite high? Mr Bean: Yes. CHAIR: If you could take that on notice. With the complaints, how many have you found have been incidental or accidental and not deliberate breaches? Mr Bean: In relation to any particular type of breach, or just generally speaking? CHAIR: In general. Mr Bean: I asked because the incidental nature of things is adapted to certain types of breaches and not others. But we can certainly find for you examples of investigations in which that has been the relevant criterion. CHAIR: I have a recollection that we have discussed this before and that the number of breaches by broadcasters was actually very low in relation to the code. So I am wondering if you have some updated figures and perhaps, a bit further on, the nature of the breaches as well.</p>	Page 22 25/5/2017	
157.	ACMA	Kakoschke -Moore	Interactive Gambling Act – On-course bookmakers	<p>Senator KAKOSCHKE-MOORE: It seems as well that the sports betting companies have cottoned on to the delay and are in fact using social media in order to promote 'click to call' betting while they still can. That takes me to the next point, Minister, which may be where some of the concerns around the non-government amendment come into effect, and that is the impact of the amendment, the purpose of which was to ban credit betting. It has been put to me that there are some concerns that this may somehow tie up on-course bookmakers. Can somebody from the ACMA explain to me how the</p>	Page 23 25/5/2017	

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				<p>Interactive Gambling Act applies to on-course bookmakers? Ms McNeill: For the detail, I am probably best off taking it on notice, but, in short, there are a series of carve-outs and exemptions under the interactive gambling legislation so that some sorts of betting services are not caught up. Telephone betting is one. Oncourse betting is another. So, at the moment, it is simply an exempt class of betting service. But, if you are talking about the bill, I think I would be best taking that on notice.</p>		
158.	ACMA	Abetz	J-Air email	<p>Senator ABETZ: We will get to that, but on 15 May ACMA informed J-Air by email that it had been successful in its application for 87.6 megahertz. Mr Bean: My understanding was that it was more in terms of 'may be successful', but I do not have the email in front of me. Senator ABETZ: Could you provide that on notice, because my advice is that they were told by email they had been successful full stop, not that they might be successful. Mr Bean: Very well.</p>	Page 24 25/5/2017	
159.	ACMA	Abetz	J-Air	<p>Senator ABETZ: Can you advise of any other occurrences where ACMA has misled other community groups in this way? Mr Bean: I would not characterise it as misleading. It was an error made by an officer during the process—an officer who was learning the process to replace a more experienced officer. It was not misleading in any nefarious sense. It was a mistake in communication. Senator ABETZ: Has this sort of mistake occurred previously, to your knowledge? Mr Bean: I do not know. Senator ABETZ: If you could take that on notice I would be much obliged. On 18 May, J-AIR discovered, to its surprise, that the 96.1 megahertz licence had been allocated to the Yarra Ranges shire on 1 March 2017. Mr Bean: A licence in that frequency was allocated in that way. Senator ABETZ: That was allocated on 1 March 2017? Mr Bean: I do not have the date with me but, yes, that application occurred. Senator ABETZ: I am putting to you that it was on 1 March. I have the document here. Mr Bean: Very well. Senator ABETZ: Five days later, on 6 March, in the first meeting I referred</p>	Page 25 25/5/2017	

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				<p>to, ACMA met with J-AIR. Did any ACMA officer tell J-AIR that, five days prior to the meeting, they had already allocated 96.1 to the Yarra Ranges shire? And why was that not communicated to them?</p> <p>Mr Bean: I do not know the answer to either of those questions.</p> <p>Senator ABETZ: Could you take those on notice...</p>		
160.	ACMA	Abetz	Lion FM	<p>Senator ABETZ: But—sorry to interrupt—Lion FM had ordered equipment to remove the interference, but they had their licence revoked before they could even try to stop the interference. This was an opportunity denied to Lion FM, as I am advised, but afforded to those other four community radio stations.</p> <p>Mr Bean: My understanding is different, and we will perhaps need to take this on notice and investigate it further.</p> <p>Senator ABETZ: If you could—and provide a very detailed answer—I would be much obliged.</p> <p>Mr Bean: My understanding is that Lion was in fact afforded that opportunity. I should also add that no licence and no circumstance of transmission is exactly the same as the other. Radiofrequency management is an art as well as a science, and it is not always constructive to attempt to compare one circumstance with another. But we will certainly look into the question you have raised.</p> <p>Senator ABETZ: Given what you are saying—and I do not pretend to be a tech head at all in this space or area—if it is a combination of art and science, it is trial and error, and J-AIR is saying they were never given the opportunity of that trial and error that was allowed for these other four radio stations.</p> <p>Mr Bean: I understand.</p> <p>Senator ABETZ: If that can be taken on notice and an extensive answer provided I would be much obliged.</p> <p>Ms McNeill: I wonder if I might just address one of the matters that you raised, which was a reference to the ACMA having revoked the licence held by Lion. That was not the case. Lion had a temporary community broadcasting licence that expired after 12 months. Ordinarily temporary community broadcasting licences are made available so that groups can develop expertise in broadcasting. They are not contemplated to be licences that will go on indefinitely. So that licence expired at the end of 12 months</p>	Page 26 25/5/2017	

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				<p>rather than having been revoked.</p> <p>I am not familiar with the circumstances of each of the other community broadcasters that you identified. But I do know, from the material that I have here, that one of them is a long-term community broadcasting licensee that has held its licence since 2001. It is a broad area licence, so the circumstances are quite different from the circumstances of someone holding a low-powered temporary community licence.</p> <p>Senator ABETZ: All that, hopefully, will be provided in the detailed answer on notice.</p> <p>Ms McNeill: Certainly.</p>		
161.	ACMA	Abetz	LPON Licences	<p>Senator ABETZ: All right. I have been advised that ACMA is allowing a number of LPON licence holders, including the licence holder from whom J-AIR currently sublicenses, to hold multiple unused LPON licences. Do you have an answer to that, or do you need to take that on notice?</p> <p>Mr Bean: I think we will take that on notice.</p> <p>Senator ABETZ: Could you take that on notice, because J-AIR has been told that there aren't any LPON licences available, and yet there seem to be unused licences being held for longer than the six-month period. J-AIR is scratching its head. Here is a community group that is very anxious to get into the space, and it seems to be denied at every single turn.</p> <p>Mr Bean: We will certainly look into that; although I should note again that not all LPON licences are the same, and it may well be that there are none that are suitable for the purposes for which J-AIR would wish to use them.</p>	Page 26-27 25/5/2017	
162.	ACMA	Griff	Do not call register - telemarketing complaints	<p>Senator GRIFF: I have a handful of questions relating to the operation of the Do Not Call Register, particularly in regard to telemarketers. How many numbers are currently listed in the Do Not Call Register?</p> <p>Mr Bean: I think it is upwards of 10 million. I will ask my colleague Ms McNeill, who I expect has a brief with the figures in it, to give you the correct number.</p> <p>Senator GRIFF: In your last annual report it was 10.65 million, and I am interested to see—</p> <p>Mr Bean: I am sure it is more than that now.</p> <p>Ms McNeill: Indicatively, it is between 10 and 11 million.</p> <p>Senator GRIFF: How many, or what percentage, of those would be mobiles</p>	Page 26 25/5/2017	

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				<p>versus landlines? You can take that on notice. Ms McNeill: Yes. I am afraid I do not have the figures to hand. Senator GRIFF: That is fine.</p>		
163.	ACMA	Griff	Increase in telemarketing complaints	<p>Senator GRIFF: In 2015-16 you reported a 23 per cent increase in telemarketing complaints over the previous year. Is that correct? Ms McNeill: Yes. Senator GRIFF: I think that was around 23,000. Is that 23,000 the number of complaint instances, or the number of people making complaints? Ms McNeill: That is the number of people making complaints to us or through our service provider. Senator GRIFF: How many of those people would be making multiple complaints? Ms McNeill: I do not have that information to hand. Senator GRIFF: But you have that information? Ms McNeill: We would have information about businesses complained about, the commonality of complaints, but I do not know whether or not we would have information specifically capturing individuals who repeatedly complain. Senator GRIFF: I would have thought, if somebody is receiving continual calls from a particular entity, that would have been fairly important to escalate an issue. Ms McNeill: From a particular entity, yes. But I am not sure whether your interest is in someone receiving unwanted contact from multiple businesses, or repeat contact from a single business, or multiple consumers all getting contact from that single business. We would have an interest in all of those, but our particular focus is on businesses who are contacting more than one person, because that is telling us that the business is not likely to have good processes in place and that we need to be onto that. Senator GRIFF: So you ought to be able to ascertain if a particular entity is contacting a single person multiple times? You would have that information? Ms McNeill: I would expect so. As I said— Senator GRIFF: On notice is fine. I am just interested in the number of single entities that are contacting people on a regular basis and basically ignoring instructions to not contact them. But on notice is fine for that.</p>	Page 27 25/5/2017	

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				<p>Ms McNeill: Yes.</p> <p>Senator GRIFF: Do you believe the percentage of complaints for the Do Not Call Register is currently higher than the 23 per cent? Is it actually growing at a greater rate to what it was in the last 12 months?</p> <p>Ms McNeill: I do not have the most recent statistics to hand to indicate what the complaints are looking like. But I will say this: increasingly marketers are interested in data-driven marketing, and they are interested in the value of a prospective contact. I think that, over time, we will see a reduction in what I will call cold-call telemarketing. You will see for yourself, as you go online, that you will be receiving marketing reflecting where you have been and what you have been looking at and so forth. That kind of contact is likely to be more valuable to marketers than cold-call telemarketing.</p> <p>Senator GRIFF: However, in terms of volume, you are not seeing that at this stage. More targeted telemarketing is what you are really saying. What percentage of the complaints would be coming from charities and other bodies that are exempt from the Do Not Call Register?</p> <p>Ms McNeill: We get a lot of contact about charity telemarketing, and we have been very active in responding to those concerns. You would be aware that charities are exempt from the prohibition on contacting numbers on the Do Not Call Register. From memory, there was a point in time where around a third of our complaints—I can be more specific on notice—</p>		
164.	ACMA	Abetz	TCBL/CBL applications – J-AIR	<p>It has been suggested that the following non-technical themes have emerged in all the ACMA rejections for TCBL/CBL applications from J-AIR :</p> <ul style="list-style-type: none"> • There is no demonstrated need for an additional long-term community broadcasting service in Melbourne; • New aspirants in well-served metropolitan areas such as Melbourne often seek to represent narrow niche community interests or replicate community interests that are already being met by other community broadcasting services in a licence area. <p>1. How did ACMA arrive at these arguments when each application was supported with data from the reports on the Melbourne and Sydney Jewish Communities conducted by Monash University’s Australian Centre for Jewish Civilisation, and letters of support from community leaders, school</p>	Written 1/6/2017	

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				<p>principals and both State and Federal Parliamentary representatives. Are these not demonstrating “need for an additional long-term community broadcasting service in Melbourne”?</p> <p>2. Does ACMA consider the Jewish Community of Melbourne seeking to “represent narrow niche community interests” or an application for a TCBL/CBL “replicate community interests that are already being met by other community broadcasting services in a licence area” by 3ZZZ and SBS broadcasting 3 hours and 2 hours of Hebrew/Jewish/Yiddish content per week respectively?</p>		
165.	ACMA	Griff	Telemarketing Complaints	<ol style="list-style-type: none"> 1. Please provide the number of telemarketing complaints received in the financial year to date. <ol style="list-style-type: none"> (a) What proportion of telemarketing complaints were regarding breaches of the Do Not Call Register (please provide for 2015-16 and YTD). 2. What proportion of complaints were regarding telemarketing calls from charities and other bodies which are EXEMPT from the Do Not Call Register? <ol style="list-style-type: none"> (a) Please provide a breakdown of the nature of these complaints 3. How many of the nine investigations launched last financial year were to do with breaches of the Do Not Call Register? 4. How many investigations into telemarketing complaints have there been this financial year to date? <ol style="list-style-type: none"> (a) How many of these were to do with breaches of the Do Not Call Register? 5. What was the total of fines levied for breaches of the Do Not Call Register in 2015-16, and what is the total for the financial year to date? 6. In 2013, you released your report “Unsolicited telemarketing calls and spam: Consumer experiences”. Has there been any follow up work to this report or are there plans for further research or a follow up survey? <ol style="list-style-type: none"> (a) That report showed that about one third of respondents got calls from charities, educational or religious organisations once a week or more. The majority of people considered these calls a problem to some degree. Is it ACMA’s understanding that this is still the case? 	Written 2/6/2017	
166.	ACMA	Hanson-	Employees	Since the ACMA was created on 1 July 2005, please provide year on year	Written	

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		Young	working on Content	details on: (a) FTE employees working on: i. Australian content ii. Children's content	6/6/2017	
167.	ACMA	Hanson-Young	New Zealand content	Noting New Zealand content qualifies as Australian for the purposes of the Australian Content Standard, and Screen Producers Australia wrote to the then Minister for Communications on 13 March 2015 outlining options to close the New Zealand content loophole in the Australian Content Standard (a) has the Government considered any of the options set out in that letter? i. If yes, please provide evidence of how the Government has considered each option, including any correspondence from the Government to Screen Producers Australia	Written 6/6/2017	
168.	ACMA	Hanson-Young	Terms of Trade	Noting the role of regulators in the UK and Canada in mediating relationships between broadcasters and producers through enforceable terms of trade (a) since 1 January 2014, has the ACMA conducted any research on these regulatory models in the UK and Canada? i. If yes, please provide the research	Written 6/6/2017	
169.	ACMA	Hanson-Young	Legislation (Exemptions and Other Matters)	With regard to the Legislation (Exemptions and Other Matters) Regulation 2015: (a) Did ACMA provide advice to the Government in the drafting of Item 8 of Part 4? i. If yes, please describe the nature of this advice (b) Did ACMA conduct any consultation with industry stakeholders on the effect of Item 8 of Part 4? i. If yes, please list the industry stakeholders consulted (c) Did ACMA prepare a regulation impact statement on the effect of Item 8 of Part 4? i. If yes, please provide the regulation impact statement	Written 6/6/2017	
170.	ACMA	Hanson-Young	The Content Review	The Turnbull Government has released terms of reference for a review into Australian and children's screen content. (a) How many people in ACMA are working on the review? (b) What level is the person running the review out of ACMA?	Written 6/6/2017	
171.	ACMA	Hanson-	Dropping of	1. What effect would entirely dropping the requirements for commercial	Written	

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		Young	Children's content	broadcasters to make any children's content at all do to the children's television industry? 2. How many jobs would be lost if those requirements were dropped entirely? 3. Has there been any attempt to ascertain how many hours of children's television would be created by the commercial broadcasters if it was left up to them? 4. What do Australian children gain from seeing Australian content on their tvs? 5. Is it possible that content requirements could be increased?	6/6/2017	
172.	ACMA	Hanson-Young	Local Content	1. Are there ways to apply minimum local content quotas for SVOD services like Stan and Netflix? 2. Have other jurisdictions around the world applied local content quotas for SVOD services? 3. Were those examples from elsewhere legislated? 4. What has the result been? 5. Have discussions been had with SVOD services when it comes to their level of local content in Australia? 6. Can SVOD services be directed or forced to commission local content under current legislation?	Written 6/6/2017	
173.	ACMA	Urquhart	Gambling Advertising	1. Was the ACMA consulted by the Minister on the proposal to restrict gambling advertising during live sports broadcasts before the announcement to do so was made on 6 May 2017? (a) If so, what date/s did the consultation occur? (b) If so, what was the nature of the consultation? (c) If so, what was the nature of any advice the ACMA provided to the Minister on the proposal? 2. What evidence will the ACMA obtain to satisfy itself whether industry codes of practice, amended in accordance with the Government's proposal to restrict gambling advertising during live sports broadcasts, are in accordance with community standards? 3. In view of Government concerns about the impact of gambling advertising on the Australian community, is the ACMA satisfied that the commencement of the amended industry codes of practice in early-to-mid	Written 7/06/2017	

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				2018 is appropriate?		
174.	ACMA	Urquhart	ACMA Review	<ol style="list-style-type: none"> 1. How does implementation of the ACMA Review recommendations impact ACMA priorities, and what ACMA work, if any, will be deprioritised as a result? 2. What staffing changes, if any, will be required to implement the recommendations of the ACMA Review? 3. What key process steps, contingencies and timeframes are estimated to be involved in ACMA implementation of each recommendation of the ACMA Review? 4. How do the recommendations of the ACMA Review impact the ACMA's work to implement the recommendations of the Final Report of the Spectrum Review? 5. With respect to Recommendation 6 of the ACMA Review on the Do Not Call Register, what aspects does the ACMA consider could be outsourced to industry for self-regulation? 	Written 7/06/2017	
175.	ACMA	Urquhart	Wide area radio services	<ol style="list-style-type: none"> 1. Are radio frequencies available for the provision of a new High Frequency (HF) shortwave service with coverage across northern Australia? 2. What, if any, technical, policy or regulatory impediments may be involved in the provision a new HF radio service covering northern Australia? 3. In general terms, what process would be undertaken to assess whether a new HF radio service with coverage across northern Australia could be provided, what regulatory approvals or coordination work may be required, and what timeframe/s may be involved? 4. How much time would the ACMA require to provide an estimate of the population unable to receive terrestrial radio coverage in Western Australia, Queensland and 5. The Northern Territory based on a set of reasonable assumptions and methodology as determined by the ACMA? 	Written 7/06/2017	
176.	ACMA	Urquhart	Do Not Call Register costs	<p>Please provide the total costs of running of the Do Not Call Register for the years 2014-15 & 2015-16</p> <p>(a) Please break costs down into those under contract, and those in relation to staff or other direct costs of the ACMA.</p>	Written 7/06/2017	
177.	ACMA	Urquhart	Do Not Call Register	Please provide the total number of complaints and investigations in relation to the Do Not Call Register for 2014-15 & 2015-16	Written 7/06/2017	

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			complaints	(a) Please break complaints down into complaints about charities, complaints about political parties, complaints about business and other.		
178.	ACMA	Urquhart	ACMA Authority Costs	<ol style="list-style-type: none"> 1. What were the total salary and remuneration costs for the ACMA authority in 2016? 2. Can the ACMA estimate what these costs would have been had all members been full-time? 	Written 7/06/2017	
179.	ACMA	Urquhart	Phoenix companies in telecommunications	<ol style="list-style-type: none"> 1. What types of complaint data does the ACMA capture with respect to phoenix activity in the telecommunications sector? 2. How many complaints has the ACMA received in relation to companies which were suspected, or found to have engaged in phoenix activity? 3. How many investigations has the ACMA undertaken in relation to companies which were suspected, or found to have engaged in phoenix activity? 4. How many infringement notices, enforceable undertakings, or other penalties, has the ACMA issued to companies which were suspected, or found to have engaged in phoenix activity? 5. What engagement does the ACMA have with ASIC with regards to phoenix activity in the telecommunications sector? 	Written 7/06/2017	
180.	ACMA	Urquhart	Complaints about mobile phone towers	<p>How many complaints has the ACMA received about mobile phone towers? Please break down for 2014, 2015, 2016 and 2017 to date.</p> <p>(a) How many of these complaints have led to a warning or sanction of some form?</p>	Written 7/06/2017	
181.	ACMA	Urquhart	Staffing Numbers	Please outline how many employees there are in each branch.	Written 7/06/2017	
182.	ACMA	Urquhart	Organisational Chart	Please provide a current organisational chart	Written 7/06/2017	
183.	Screen Australia	Reynolds	Happenings in the industry – state by state	<p>CHAIR: Ms Cameron, one final question if I could. In relation to my own home state—in fact, our home state—I just wonder if you could give us a bit of an update of what is happening in the industry in WA. There is obviously a lot happening. Are you able to give us state specifics, or would you like to take it on notice?</p> <p>Ms Cameron: Probably on notice. As you rightly say, WA is a bit of a powerhouse, particularly with feature films and documentaries as well. I know</p>	Page 40 25/5/2017	

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				<p>there have been a number shooting in WA over the last little while. Of course I was in Busselton this time last year, when <i>Jasper Jones</i> had its preview, and of course it was shot not too far away from that location—a wonderful backdrop to that program. There are a couple of other features filming there, but it would be great if I could put a little bit detail on notice.</p> <p>CHAIR: That would be lovely. I will pre-empt Tasmania, so maybe you could give us a state-by-state breakdown that we could share with our colleagues.</p>		
184.	Screen Australia	Urquhart	Overseas Trips	<ol style="list-style-type: none"> 1. In each of the financial years 2014-2015, 2015-2016 and in 2016-2017 to date: <ol style="list-style-type: none"> (a) How many overseas trips were undertaken by Screen Australia staff members or Board members at Screen Australia expense? (b) In relation to each of those trips please provide the following information: <ol style="list-style-type: none"> i. How many Screen Australia staff/Board members travelled and their level within the organisation; ii. The total cost of the trip to Screen Australia; iii. The purpose and objectives of the trip; and iv. The outcomes and outputs of the trip? 	Written 7/6/2017	
185.	Screen Australia	Urquhart	Producer Offset	<ol style="list-style-type: none"> 1. In each of the financial years 2014-2015, 2015-2016 and in 2016-2017 to date, how many applications for a provisional certificate for the producer offset were received by Screen Australia? 2. In each of the financial years 2014-2015, 2015-2016 and in 2016-2017 to date, how many applications for a final certificate for the producer offset were received by Screen Australia? 3. In each of the financial years 2014-2015, 2015-2016 and in 2016-2017 to date, how many final certificates for the producer offset were issued by Screen Australia? 4. Of the final certificates issued by Screen Australia in each of the financial years 2014-2016, 2015-2016 and in 2016-2017 to date: <ol style="list-style-type: none"> (a) What was the average time between application and issue of the final certificate? (b) How many final certificates were issued more than 12 weeks from the 	Written 7/6/2017	

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				date of application?		
186.	Aust Council	Urquhart	Catalyst – 2018-19	<p>Mr Grybowski: The figure for 2017-18 is—again, as I think I said at the last hearing—approximately \$3 million, and then that ramps up over the four years as the contracts conclude. But, again, in the 2017-18 year there will be the commitments made in Catalyst's sixth round.</p> <p>Senator URQUHART: For 2017-18 it is approximately \$3 million. Is that right?</p> <p>Mr Grybowski: That is the gross figure. Out of that will come the next round of Catalyst.</p> <p>Senator URQUHART: You do not have 2018-19?</p> <p>Mr Grybowski: No.</p> <p>Senator URQUHART: Because that is dependent on the—</p> <p>Mr Grybowski: That is correct. The council meets next week and will be considering its budget for the year then.</p> <p>Senator URQUHART: Will that be one of the considerations next week?</p> <p>Mr Grybowski: Yes, our overall budget allocation will be.</p> <p>Senator URQUHART: Can you take that question on notice and provide that further information.</p>	Page 41 25/5/2017	
187.	Aust Council	Urquhart	Live Music Office	<p>Senator URQUHART: Are there any plans to support the important and successful work of that office beyond the current year? Or is that just reliant on the submission if they make one?</p> <p>Mr Grybowski: Correct.</p> <p>Senator URQUHART: How is it confirmed whether a submission has been successful or not?</p> <p>Mr Grybowski: For their applications in the past, I would have to take that on notice.</p>	Page 41 25/5/2017	
188.	Aust Council	Reynolds	Cultural diplomacy	<p>CHAIR: No, I haven't finished yet, but you will get the opportunity. One other issue is the issue of cultural diplomacy. Working with the West Australian Ballet and having a look at the fabulous program they did in Indonesia—front page of The Jakarta Post—it has just been an overwhelming diplomatic and cultural exchange. Now, having a look at how we can extend that, there are huge opportunities to bring Indonesian dancers and teachers down to Perth and have that exchange. Are you aware of what they have done?</p>	Page 44 25/5/2017	

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				<p>Mr Grybowski: Absolutely.</p> <p>CHAIR: In fact, you helped fund it, didn't you?</p> <p>Mr Grybowski: The WA Ballet is one of the major performing arts companies, but all the companies and many of the small to medium companies have such a significant voice and presence overseas. It is often, obviously, funding dependent. We have done a lot of work in developing an international strategy and, again, offline, I am very happy to take you through that.</p> <p>CHAIR: If you could—again, because I do not want to take up too much time now. Even on notice, looking at the way forward, just having a look at what the WA Ballet has done—and I know other companies in different arts also have—there is a great avenue to further develop that in terms of financial viability for some of the companies to extend overseas and look at other sources of revenue but also security and growth. If you could take that on notice—I have also raised it with DFAT, because I think there might be some opportunities for additional DFAT support and DFAT funding for cultural diplomacy.</p>		
189.	Aust Council	Abetz	Sydney Writers Festival	<p>How much funding did the Australia Council for the Arts provide to the Sydney Writers Festival in 2017?</p> <p>(a) What was the purpose of the funding?</p> <p>(b) What, if any, input did the Council have into the organisation of the Festival?</p> <p>(c) Was the Council involved in the budgeting and planning of the Festival?</p> <p>(d) Does the Council have visibility of appearance fees paid to the 'talent'?</p> <p>If so, please advise the payments made and to whom.</p>	Written 01/06/2017	
190.	Aust Council	Urquhart	Overseas trips	<p>In each of the financial years 2014-2015, 2015-2016 and in 2016-2017 to date:</p> <p>(a) How many overseas trips were undertaken by Australia Council staff members or Council members?</p> <p>(b) In relation to each of those trips please provide the following information:</p> <p>i. How many Australia Council staff/Council members travelled</p>	Written 07/06/2017	

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				<p>and their level within the organisation;</p> <p>ii. The total cost of the trip to the Australia Council;</p> <p>iii. The purpose and objectives of the trip; and</p> <p>iv. The outcomes and outputs of the trip?</p>		
191.	2.1	Urquhart	Australian and screen content - Joint Review Cost	<p>Senator URQUHART: Can you tell me what the cost of the review is?</p> <p>Mr Eccles: Whatever costs are associated with it are going to be absorbed within the department's budget. There will be the usual costs associated with salaries, the hosting of a website and those sorts of things, but there is no earmarked or allocated budget. It is something we are confident we can do within our standard running costs.</p> <p>Senator URQUHART: I am interested what the cost will be. Obviously it includes salaries. Do you have an amount?</p> <p>Mr Eccles: No, we do not.</p> <p>Senator URQUHART: Can you get me that on notice?</p> <p>Mr Eccles: We will be able to give you that once we are up and running. We will just let you know the number of staff. From there we will be able to work out the salary costs.</p> <p>Senator URQUHART: If you could take it on notice to do that, that would be good....</p>	Page 36 25/5/2017	
192.	2.1	Chisholm	Statutory Board and legislative office vacancies	<p>Senator CHISHOLM: Can you provide a list of statutory board and legislative office vacancies and other significant appointments within the arts area, the portfolio, including the length of time vacant and the current acting arrangements?</p> <p>Ms Basser: Yes, we can take that on notice.</p> <p>Senator CHISHOLM: What steps are being taken to bring those boards and other bodies to full strength to fill those vacancies?</p> <p>Ms Basser: Yes. We will include that.</p> <p>Mr Eccles: All our statutory agencies are operating with appropriate quorums but we will provide all of the details.</p>	Page 48 25/5/2017	
193.	2.1	Chisholm	Small to medium arts organisations funding - Analysis	<p>Senator CHISHOLM: Are you aware of any other recent estimates or analysis of national small to medium arts organisations' funding and spending?</p> <p>Ms Basser: I would need to have a look. I would need to take that on notice.</p> <p>Senator CHISHOLM: Thank you.</p>	Page 50 25/5/2017	

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194.	2.1	Kakoschke -Moore	Interdepartmental Committees	<p>Senator KAKOSCHKE-MOORE: Did these interdepartmental committees exist at the time the government was putting together its changes to VET FEE-HELP and now the VET Student Loans?</p> <p>Ms Basser: I am not aware.</p> <p>Mr Eccles: That is before my time. I would need to check.</p> <p>Senator KAKOSCHKE-MOORE: I am just a bit concerned because in response to my question where I asked, 'Was the department asked to contribute to the changes that were being made to the eligible courses?', the answer was no.</p> <p>Ms Basser: No.</p> <p>Senator KAKOSCHKE-MOORE: That raises a flag with me, particularly if there are interdepartmental committees taking place and yet you still were not afforded the opportunity to provide input into the removal of arts courses from these eligible courses.</p> <p>Ms Basser: I think the engagement has happened post the announcement and, as I said, they are now very engaged with us and keen to understand the issues.</p> <p>Senator KAKOSCHKE-MOORE: Is that an optimal way of doing things, to engage with you after the decision has been made?</p> <p>Dr Smith: We could take that on notice. I think that is my recollection as well, but perhaps we should just take it on notice.</p>	Page 51 25/5/2017	
195.	2.1	Kakoschke -Moore	Consultation – changes to 457 Visas	<p>Senator KAKOSCHKE-MOORE: Just going back to the issue of consultation and collaboration between departments around major government policy changes, we already know that the Department of Education and Training did not consult with you about the changes to the eligible course lists for VET Student Loans. Were you consulted by the Department of Immigration and Border Protection around the changes to 457 visas recently and the removal of occupations from skills lists?</p> <p>Ms Basser: I would need to take that on notice.</p> <p>Senator KAKOSCHKE-MOORE: So you cannot say for sure, one way or the other at this stage, whether or not they spoke to you before they removed musical director and a whole bunch of other arts professions from the list. What about the Department of Employment; did they consult with you about removal of arts courses from the eligible occupation lists for 457 visas?</p>	Page 52 25/5/2017	

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				<p>Ms Bassar: I would need to take that on notice just to check.</p>		
196.	2.1	Rice	Australia Youth Orchestra	<p>Senator RICE: Since 2013 reductions in government funding, due to efficiency dividends, have totalled \$440,000. Is that what you would understand as well?</p> <p>Ms Bassar: What are you allocating that to?</p> <p>Senator RICE: Government funding to the Australian Youth Orchestra.</p> <p>Ms Bassar: I would have to take that on notice and check.</p> <p>Senator RICE: That is what I have been advised from the Australian Youth Orchestra, that there has been a reduction of \$440,000 in funding due to efficiency dividends. Were you aware that because of that the Australian Youth Orchestra is now in a position of needing to reduce 80 training places per year and postpone an international tour for 100 musicians?</p> <p>Ms Bassar: I am not aware. Certainly I have not personally been advised of that fact, if that is the case. I do not know whether the team has. No, we have not been advised of that.</p> <p>Senator RICE: As I said, that is what I have been advised. Given that we have 85 per cent of professional orchestral musicians being alumni of the Australian Youth Orchestra, would that be a concern to you that that is what they are having to do?</p> <p>Ms Bassar: We will follow up with the Australian Youth Orchestra to discuss their concerns with them and to establish what those issues are. They have not yet raised those directly with us.</p> <p>Senator RICE: What sorts of consequences would you expect if that is, indeed, the case?</p> <p>Ms Bassar: We would work with them very closely to discuss how they are using their budget and in what areas. These organisations all have some discretion in terms of how they use their budget.</p> <p>Senator RICE: They are probably pretty close to the bone. I am told that their revenue mix is only 45 per cent government funding, philanthropy 40 per cent and student fees 15 per cent.</p> <p>Ms Bassar: We are more than happy and we will follow up with them very quickly and have a very comprehensive discussion with them about their budget situation.</p>	Page 54 25/5/2017	

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				<p>Senator RICE: Do you have any thoughts as to what the government could do to ensure that high achieving young musicians still have opportunities so we are not facing a decline in the number of musicians being trained in Australia and feeding into our orchestras?</p> <p>Ms Bassar: I would not like to comment at this point. I am keen to have the discussion with the Australian Youth Orchestra to accurately understand their situation.</p> <p>Senator RICE: I am told that the Australian Youth Orchestra receives \$2.5 million annually from the department. Do you agree that that is relatively not a large amount with very significant benefits from doing that and the consequences of making those cuts, the efficiency dividends that they have had to put up with, are having very unfortunate consequences?</p> <p>Ms Bassar: I am not able to comment, as I have said, until we have a comprehensive meeting with the Australian Youth Orchestra and go through their budget with them in some detail.</p>		
197.	2.1	Kakoschke -Moore	Statistical Paper – Role of the arts in the economy	<p>Senator KAKOSCHKE-MOORE: Last estimates Ms Holloway advised that the department was working on a background statistical paper regarding the role of the arts in the economy. Is that paper available yet?</p> <p>Mr Eccles: That is the paper that is being produced by the Bureau of Communications and Arts Research. I will need to check on that. It is close.</p> <p>Senator KAKOSCHKE-MOORE: It is close. So once it is finalised and in the department's hands what do you plan to do with the information?</p> <p>Mr Eccles: I would imagine that it would be released, as is the usual process for the bureau research pieces, but I will check. I am not sure if there is anyone here.</p> <p>Dr Smith: Perhaps I can comment. We see the paper as the base from which to build a greater statistical understanding of the economic contribution of the arts and cultural sector. It is based on the Australian Bureau of Statistics data but it is quite old data. It is really to establish, as I said, a base from which we can start to analyse, over time, the contribution of the sector.</p> <p>Senator KAKOSCHKE-MOORE: When you say it is using quite old data, how old is the data?</p> <p>Dr Smith: It is in parallel with ABS Census data. I think the data is 2014-15. We can certainly take that on notice for you.</p>	Page 54-55 25/5/2017	

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				<p>Senator KAKOSCHKE-MOORE: I understand that you will using it as a base on which to build further statistics about the relationship between the arts and its contribution to the economy.</p> <p>Dr Smith: Yes.</p> <p>Senator KAKOSCHKE-MOORE: Would you also be using it as a base to advance arts policy more broadly?</p> <p>Dr Smith: Absolutely. It is based on, from memory, five-year Census plus a very esoteric thing called an input/output table which breaks up value added across individual sectors. They come in blocks of four or five years as well. That is why the first one will be a few years old in terms of the data but we will be updating it also, I think, over the next year as well.</p> <p>Senator KAKOSCHKE-MOORE: So perhaps, on notice, if you could let the committee know a release date if that happens before the deadline for responses are due, if that makes sense.</p> <p>Dr Smith: Certainly.</p>		
198.	2.1	Urquhart	Arts portfolio – Engagement of non-public servants	<ol style="list-style-type: none"> 1. What are the policies and arrangements within each agency in the arts portfolio (rather than the Department itself) in relation to the engagement of staff members who are not public servants, including senior executives? 2. In relation to each agency, how many staff members are public servants and how many staff members are non-public servants, including contractors? 	Written 7/6/2017	
199.	2.1	Urquhart	Ausfilm	<ol style="list-style-type: none"> 1. What funding will be provided to Ausfilm by the Department in 2017-2018 and over the forward estimates? 2. Does this represent a cut or an increase in funding from the prior years? 3. Is the funding provided to Ausfilm affected by efficiency dividends or parameter changes in the 2017-2018 year or over the forward estimates and, if so, by how much in each year? 	Written 7/6/2017	
200.	NBN Co	Moore	Two business forums	<p>Senator MOORE: Have you been involved in the two business forums that were held last year where a number of the big businesses in Australia were involved and sent delegates to discuss where, in fact, the SDGs could engage with business?</p> <p>Mr Morrow: Do you recall which of those?</p> <p>Senator MOORE: In September. There were two towards the end of 2016,</p>	Page 57 25/5/2017	

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				<p>both around that September/October period. I do not have the names of them but your friends in Australia Post took a very strong leadership role in both of them. I was just wondering whether NBN had been involved.</p> <p>Mr Morrow: Without knowing the committees I do not want to falsely say.</p> <p>Senator MOORE: You can put that on notice.</p> <p>Mr Morrow: We can put that on notice, yes.</p>		
201.	NBN Co	Urquhart	<p>Connection timeframes - Skymuster</p>	<p>Senator URQUHART: So the NBN commence to connection time frames, fault rectification and network performance through its service level schedule; can you outline these time frames for connection, fault rectification and network performance?</p> <p>Mr Simon: On Sky Muster?</p> <p>Senator URQUHART: Yes.</p> <p>Mr Simon: The installation time frames vary depending on the regions, whether you are in outer metro, regional, rural or isolated areas. There are different time bands for that. I will have to get that for you. I do not have it off the top of my head but we can certainly provide that. In terms of the performance of that, just to see how we are going across those capabilities on a regular weekly basis, in terms of our SLA performance on Sky Muster—and this is underpinning the 8 score—we can see that our service activation, the right first time, on Sky Muster is running at about 89 per cent, so just under 90 per cent. So nine out of 10 installations are done now right first time. We were definitely not there six months ago when the issues were occurring. So, again, the right first time is a lead indicator for high satisfaction scores and you see those high satisfaction scores that I mentioned of 8-plus coming through.</p> <p>Senator URQUHART: So you are going to take on notice the time frames for connection?</p> <p>Mr Simon: Yes. I can get back to you. We will get that for you during the session.</p>	Page 61	
202.	NBN Co	Urquhart	<p>Rebates and compensation</p>	<p>Senator URQUHART: So the service level schedule also outlines rebates or compensation for when they have not been met. How many times has NBN rebated to RSPs and customers and how much money has NBN rebated to retail service providers or customers for services that have not been performed?</p> <p>Mr Simon: I do not have that with me. We would have to take that on notice,</p>	Page 62	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>but to be clear, RSPs are our customers so we do not rebate ever to end users. Senator URQUHART: So you do not know how many times that has happened? Is it a lot? Mr Simon: For Sky Muster specifically? Senator URQUHART: Yes. Mr Simon: No. I do not have the overall number but I can say that it is not a lot. It is a very small number. This is not an issue for us. We do monitor it; we do track it. It is one of our ongoing monitorings on the dashboard but the fact is, given we are now meeting these targets, there should be minimal, if any, rebates being provided.</p>		
203.	NBN Co	Griff	Advertising, education and awareness spend - Breakdown	<p>Senator GRIFF: Could you provide, on notice, what you anticipate it to be on education, brand and also separately NBN? Mr Simon: The historicals or going forward? Senator GRIFF: Going forward. Mr Simon: Have we done the going forward? Mr Morrow: That would be in the planned outcome and corporate plan. Mr Rue: Do you mean this year? Senator GRIFF: Yes. Mr Rue: I think we said last year around about \$70 million to \$80 million in total for everything. Senator GRIFF: I would be interested to see it separated by those three if we could, because I do have other— Mr Rue: Which three? Senator GRIFF: Education, brand and then separately gen nbn. Is gen nbn still continuing or is that coming to an end? Mr Simon: The gen nbn is an ongoing program but we will wrap through that a subcapability around education and information. Senator GRIFF: Have you undertaken your research on that yet that you mentioned previously? Mr Simon: Yes. That has helped to explain it. As I said, some of the figures that I quoted to you about the awareness and the importance of high-speed broadband is cutting through and, in fact, it has had a very good cut-through in terms of end user recognition and understanding. Senator GRIFF: Thank you.</p>	Page 68-69 25/5/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>Mr Rue: In there, of course, we have an obligation to tell people when NBN is coming and the whole process as well. If you define that as education, that is part of our spend as well.</p> <p>Mr Simon: Question on notice 133, which we responded to, was that we spent \$41.8 million on activation, communications and public education campaigns.</p> <p>Senator GRIFF: That was a previous year. I am interested to see what it would be, or what your estimation is, for this current year.</p> <p>Mr Simon: The year that closes 30 June?</p> <p>Senator GRIFF: Yes. An estimation would be fine.</p> <p>Mr Morrow: We can provide that. This is prudent. Our take-up rate is faster than we had anticipated. It continues to be even faster as we move with time, and part of it is this advertising and the campaign that we have to educate people to where they come on the network sooner. That is good for the taxpayer.</p> <p>Senator GRIFF: Thank you.</p>		
204.	NBN Co	Ludlam	Volume rollout – aggregate statistics	<p>Senator LUDLAM: Are you far enough into the volume rollout to be able to give us some actual aggregate statistics on how long it takes to go back and fill them in? What is the average waiting time of those six per cent of your passed over premises?</p> <p>Mr Morrow: I think we are getting most or all of them within the six months of coming back and completing.</p> <p>Senator LUDLAM: I am presuming that you are not turning up on the last day of the six months.</p> <p>Mr Morrow: No.</p> <p>Senator LUDLAM: There is going to be a bell curve in there somewhere.</p> <p>Mr Morrow: Yes.</p> <p>Senator LUDLAM: Where is it?</p> <p>Mr Morrow: I am happy to take that on notice.</p> <p>Mr Rue: What I can tell you is that it is something we track on a monthly basis. We look at the ageing and make sure that we are coming back.</p> <p>Senator LUDLAM: I just need to know. It might a week, and that would be great.</p> <p>Mr Rue: Yes. I do not have that.</p>	Page 74 25/5/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
205.	NBN Co	Xenophon	Monitored alarm subsidy scheme spend	<p>Senator XENOPHON: Although my information is that the Australian Standard 4607 is totally and uniquely applicable to monitored alarm systems only. It means that if you are not on a monitored alarm you cannot comply with the standard. In other words, if it is the sort of alarm that CareAlert is offering, by definition, because it is not an ongoing monitored alarm system, it does not comply, even though, by all other measures, it complies.</p> <p>Senator Fifield: As you pointed out with non-monitored medical alarms, there is the issue of the power supply. Essentially the proposition of those—and there would be other businesses other than the one you mentioned who would provide non-monitored devices—is, in effect, that they would be eligible for a subsidy or the consumers would be eligible for a subsidy to swap out to a mobile device. Now, I have asked my department and NBN to examine what options there may be.</p> <p>Senator XENOPHON: My understanding is that the monitored alarm subsidy scheme has about \$100 million that has been made available for that. How much is being spent on the monitored alarm subsidy scheme? Can anyone tell me on notice?</p> <p>Senator Fifield: It is substantial. It is of that order.</p> <p>Senator XENOPHON: On notice, just to try and get an idea of how much it has cost.</p>	Page 76 25/5/2017	
206.	NBN Co	Ludlam	Ready for service footprint	<p>Senator LUDLAM: When you say 'the whole footprint' do you mean the entire country that is yet to be connected?</p> <p>Mr Rue: The entire country that is already ready for service.</p> <p>Senator LUDLAM: That is valuable. Are you able to give that to us on notice, not right now, in terms of absolute numbers?</p> <p>Mr Rue: Yes. At the end of April I think it was just under 130,000 but you asked for the duration so I will have to take that on notice.</p>	Page 78 25/5/2017	
207.	NBN Co	Ludlam	Moving Technology	<p>Senator LUDLAM: Let us forget the article then. If I put to you that you have taken 62 towns that were originally within the fibre to the node footprint and flicked them on to fixed wireless or satellite would I be accurate in that assertion?</p> <p>Mr Morrow: We move technology around consistently to optimise for that, so that could very well be the case.</p> <p>Senator LUDLAM: If you do not know do you want to check for us?</p>	Page 79 25/5/2017	

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208.	NBN Co	Urquhart	Skybridge – Unsafe job	<p>Mr Morrow: I am happy to take that on notice if you would like.</p> <p>Senator URQUHART: Just get me through that process. So I am driving out. I drive a number of hours out to a property where I am the only one there. I look up. I feel it is unsafe. I do not feel safe enough to get up because of the pitch of the roof or whatever it might be. It might be lots of different examples. I decide that it is unsafe so I then, obviously, ring my employer or whatever and drive back. So during that period of time, within the contract of NBN, that person still gets paid?</p> <p>Mr Simon: Correct. As I said before, each job Skybridge monitors at end of day, completion or not, and goes through them to understand what has occurred, ensure that safety precautions have been followed and their procedures have been followed. In that case they would then have the dialogue with Skybridge. They would assess the situation and then work out what has to be done next. Does another crew have to be sent out? Do extra people have to be sent out and so on?</p> <p>Senator URQUHART: So that is all part of that process?</p> <p>Mr Simon: Yes.</p> <p>Senator URQUHART: Can you take on notice how much they would be paid and does that then cover the travel time and costs associated with that?</p> <p>Mr Simon: Yes, I can.</p>	Page 84 25/5/2017	
209.	NBN Co	Urquhart	Sky Muster Customers	<p>Senator URQUHART: Does the average Sky Muster customer use 23 gigabytes of data?</p> <p>Mr Simon: Yes.</p> <p>Senator URQUHART: Do you know what they use it for? Is it businesses? Do you know what the breakup is?</p> <p>Mr Simon: That service is a standard residential broadband service. It could also be a business that is using it.</p> <p>Senator URQUHART: You do not know that, do you?</p> <p>Mr Simon: We do not know that because we do not track it. We have not launched business grade services yet. That is on our horizon. That service will be as you would use your normal service.</p> <p>Senator URQUHART: Is this business grade on Sky Muster?</p> <p>Mr Simon: Yes.</p> <p>Senator URQUHART: When is that?</p>	Page 87-88 25/5/2017	

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				<p>Mr Simon: It is on our product roadmap and we will see that happen in calendar year 18. That would be standard stuff from emails through to web browsing. It would also clearly be some using it to download content, videos, and it would even be to stream videos. We do not monitor, shape or do anything to that traffic. That is up to the RSPs to do that.</p> <p>Senator URQUHART: Do you know what percentage of Sky Muster customers use their full peak data allowance each month? Do you track that at all?</p> <p>Mr Simon: We do. We can provide that. I do not have that off the top of my head but we can find that out, yes.</p> <p>Senator URQUHART: Can you tell me what the average Sky Muster data used by a customer in Tasmania is?</p> <p>Mr Simon: I cannot, but we can.</p> <p>Senator URQUHART: You can but you cannot. So you cannot get that?</p> <p>Mr Simon: If you are specifically browsing? Can I give you the averages per beam? I could just think that through but yes.</p> <p>Senator URQUHART: If you want to take that on notice and give me some additional information?</p> <p>Mr Simon: Yes.</p> <p>Senator URQUHART: I would also like the figures for each of the states as well. Can you give me the average Sky Muster data used by customers in each state?</p> <p>Mr Simon: Yes, we can do that.</p>		
210.	NBN Co	Urquhart	Towns going to Fixed Wireless-Satellite	<p>Senator URQUHART: Have you moved 62 whole towns?</p> <p>Mr Morrow: What do you mean by moved them?</p> <p>Senator URQUHART: From fixed line onto wireless or satellite. I will just go through some of the names for you. So according to <i>iTnews</i> the towns include Coraki and Tumberumba in New South Wales; Childers, Millmerran and Toogoolawah in Queensland; Railton and Sheffield in Tasmania; Chiltern, Dimboola, Donald, Eildon, Nathalia, Rosedale, Rushworth and Timboon in Victoria; and apparently there is also a number of other towns within larger fibre serving areas that are also finding themselves allocated fixed wireless connections instead of FTTN.</p> <p>Mr Simon: That is quite possible because we optimise, but just be aware that</p>	Page 90 25/5/2017	

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				<p>our fixed wireless product is one of our best and highest regarded products out there.</p> <p>Senator URQUHART: So out of those—</p> <p>Mr Simon: It can already go to 50 megabits and we have announced 100 megabits so relative to the speed tiers they can get they are at no disadvantage.</p> <p>Senator URQUHART: So out of those towns which ones are going to fixed wireless and which ones are going to satellite?</p> <p>Mr Morrow: We can take that on notice.</p> <p>Senator URQUHART: I would like to know.</p> <p>Mr Simon: Remember that what we are delivering here is a technology agnostic solution. Fifty megabits on fixed wireless is still 50 megabits. It is no different to 50 megabits on FTTN or 50 megabits on FTTP.</p> <p>Senator URQUHART: It is when you keep having dropouts and it depends on what the—</p> <p>Mr Simon: The fixed wireless is one of the highest regarded products.</p> <p>Senator URQUHART: That is what I am asking. Which towns are those going to be because they have been moved from fixed line to either wireless or satellite, or it appears that way. Can you take that on notice?</p> <p>Mr Simon: Yes.</p>		
211.	NBN Co	O'Neill	Access network performance - Monitoring	<p>Senator O'NEILL: Can you detail for me what aspects of access network performance NBN Co is monitoring and management systems can actually see? That is one bit. You can see the speed?</p> <p>Mr Simon: Yes.</p>	Page 97 25/5/2017	
212.	NBN Co	O'Neill	70.4 Megabits – Blend of FTTN and FTTB	<p>Senator O'NEILL: In the minister's speech to CommsDay on 12 April, the minister made the following statement: Across nbn's Fibre to the Node and Fibre to the Basement networks, the national average attainable rate—that is, the rate that each line is technically capable of delivering—is 70.4 megabits per second.</p> <p>The average attainable rate is 70.4 megabits per second. Is that a blend of FTTN and FTTB?</p> <p>Mr Morrow: Yes.</p> <p>Senator O'NEILL: Can you separate them out for me?</p> <p>Mr Simon: We could, but we do not have that information in front of us.</p>	Page 101-102, 104-105 25/5/2017	

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				<p>Mr Morrow: We can take that on notice. We certainly can; we have the capability to do that.</p> <p>Senator O'NEILL: Can you give me a rough idea?</p> <p>Mr Morrow: I would say that 'N' is going to be less than—if you pull out the 'B', which is a small number, it is going to be less than because the copper distance on—</p> <p>Senator O'NEILL: Hold on; if we pull out the fibre to the basement—</p> <p>Mr Morrow: If you separated fibre to the basement, because you have fibre going up to the basement of a building, and the copper links going up to the top apartment—</p> <p>CHAIR: Senator O'Neill, can I just clarify? Have you asked them to answer the question they said they would take on notice, or is this now a new question?</p> <p>Senator O'NEILL: I think we are pretty close to figuring it out.</p> <p>Mr Morrow: It is new.</p> <p>Senator O'NEILL: And it is the next step along.</p> <p>CHAIR: It is going to be a very long night if they take it on notice and you still go through and ask the questions anyway, Senator O'Neill.</p> <p>Senator O'NEILL: FTTB, FTTN, separated out—how do we go?</p> <p>Mr Morrow: If you separate out the copper, distance will be, on average, less in a building—a multi-dwelling unit—than it will be going down the street. So you can assume from that that the average of an N isolated by itself is lower than the average of a B isolated by itself. The exact number we would have to take on notice.</p> <p>Senator O'NEILL: Please provide that as soon as possible. If somebody could look it up, that would be great. I am sure you must have those numbers somewhere.</p> <p>...</p> <p>Senator O'NEILL: The technology upgrade to one gigabyte we have talked about, but can I come back to 100 megabytes per second for FTTN services. What percentage of FTTN service buyers can actually achieve an attainable rate of one megabyte per second?</p> <p>Mr Morrow: Of 100 megabytes per second?</p> <p>Senator O'NEILL: Yes.</p>		

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				<p>Mr Morrow: That will be the curve that we will provide you that we have taken on notice. That will show that.</p> <p>Senator O'NEILL: Of course it varies from place to place. What is the stand-alone average of FTTN?</p> <p>Mr Morrow: I am sorry. What is the—</p> <p>Senator O'NEILL: What is the stand-alone average? The straight up.</p> <p>Mr Morrow: That is the 70 that the minister mentioned in his speech for both FTTN and FTTB, and we will provide that.</p> <p>Senator O'NEILL: FTTN only?</p> <p>Mr Morrow: We have taken that on notice. And how much less, we will take on notice and come back with an answer for you.</p> <p>Senator O'NEILL: You really do not know roughly?</p> <p>Mr Morrow: I would not venture to guess.</p> <p>...</p> <p>Senator O'NEILL: Mr Rue, you have some figures there. Can you help out?</p> <p>Mr Rue: No, it is a question on notice but it is not quite what you asked. The highest revenue is \$157,000. That is the highest cost—\$157,000—but that was fixed wireless.</p> <p>Mr Simon: That was fixed wireless. That is not NTTB.</p> <p>Senator O'NEILL: So that was a fixed upgrade for someone who wanted to grow their business I expect, or something. If you desegregate the FTTN and FTTB, you cannot give me a ballpark figure of the percentage of FTTN services that can get that 100 megabytes per second?</p> <p>Mr Morrow: Again, I do not think it is going to be materially lower. I am thinking statistics and maths here for a moment. If you take 200 off that two million that is not going to skew your average that much. But, again, to make sure we give you the accurate picture, let us go back and give you that data.</p> <p>Senator O'NEILL: So pull a number out of the air and wonder if it was right. What is the average attainable upload speed on the FTTN network?</p> <p>Mr Simon: Upload? We can grab that information, just like we will for the question on notice.</p>		
213.	NBN Co	O'Neill	Distribution Plots - Speeds on FTTN	<p>Senator O'NEILL: You have some testing of those simulation based numbers.</p> <p>Mr Simon: Yes.</p>	Page 102 25/5/2017	

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				<p>Senator O'NEILL: Can you then provide for me a distribution plot of the speeds on FTTN?</p> <p>Mr Morrow: We can certainly have a look at that. To clarify your question, which we will take on notice, think about it this way. We have two million FTTN/B homes made ready for service right now.</p>		
214.	NBN Co	O'Neill	Cost to convert – FTTN to FTTP	<p>Mr Morrow: Yes, that is correct. And, you can pay for it yourself if you want a gigabit per second. That is the incremental amount to get us down the street to your house. In the future—</p> <p>Senator O'NEILL: How much does that cost?</p> <p>Mr Morrow: It varies greatly depending on how close you are to the node.</p> <p>Senator O'NEILL: So you have 54 of them—what is your cheapest one, and what is your most expensive one?</p> <p>Mr Morrow: I think they have been under \$1,000, and the most expensive one—</p> <p>Mr Simon: No, that is a fixed wireless. It would be \$14,000.</p> <p>Mr Rue: More than \$10,000.</p> <p>Mr Simon: \$14,000 would probably be the range.</p> <p>Senator O'NEILL: \$14,000 is the top amount that you have quoted?</p> <p>Mr Morrow: We are talking fibre to the node to convert to fibre to the prem.</p> <p>Mr Simon: I will take that on notice. To give you an answer of what I understand, it is roughly in the range of 1 to 14. But I want to double check.</p> <p>Mr Morrow: I would say that slightly less than a thousand is the cheapest that I have seen and it is tens of thousands at the higher end of it. If you want the detail, we are happy to provide that detail to you.</p> <p>Senator O'NEILL: Please, if you can provide that on notice that would be good. I think I recall seeing that: 'from thousands to tens of thousands dollars, you can get the real NBN to your house.'</p>	Page 104 25/5/2017	
215.	NBN Co	O'Neill	100 meg services	<p>Senator O'NEILL: Thank you. According to the ACCC's <i>NBN wholesale market indicators report</i> there were around 65,000 active FTTN customers at the end of 31 March this year paying for a service of 100 down and 40 up megabytes per second. Does that sound right to you?</p> <p>Mr Morrow: 100 meg services?</p> <p>Mr Simon: If there are 11 per cent, or something roughly like, and there are 800,000 services then that is 88,000—yes.</p>	Page 105 25/5/2017	

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				<p>Senator O'NEILL: The <i>NBN wholesale market indicators report</i>—I have the number of FTTN here—says 64,970.</p> <p>Mr Rue: As of Thursday last week, there were 78,500.</p> <p>Senator O'NEILL: How many of those 64,970 at the end of 31 March could attain a download speed of 100 megabytes per second?</p> <p>Mr Morrow: Again, that is the profile I think you are asking for on the speeds by distance on the copper. We will take that notice for you.</p> <p>Senator O'NEILL: Mr Rue?</p> <p>Mr Rue: I was just repeating your question; Mr Simon did not hear.</p> <p>Senator O'NEILL: Mr Simon, can you help out with that?</p> <p>Mr Simon: As you can imagine, we have five different technology accesses; they all have different characteristics. I do not keep all those numbers in my head. It is impossible.</p> <p>Senator O'NEILL: I guess FTTN is of particular interest, seeing as it looks like that is what most people have at the minute, that is for sure. That is the biggest part of the market.</p> <p>Mr Simon: All of them are of interest to us. We track the customer experience, and we look at all of them with equal capability.</p> <p>Mr Morrow: By the way, the technology that has the most end users on it is FTTP. It has over a million users.</p> <p>Senator O'NEILL: Could you provide on notice, of the 64,970, how many have 100 megabits per second, and the same for the 78,000 that Mr Rue indicated. Could you also estimate those who can obtain an upload speed of 40 megabits per second.</p> <p>Mr Morrow: Yes.</p>		
216.	NBN Co	Dastyari	NBN Co salaries – 2 per cent cap	<p>Senator DASTYARI: Again, I do not want to spend too much time on this. Minister, we had a conversation yesterday about salaries regarding Australia Post and ABC. I think there were a few questions that you were taking away as part of that. Does the government's bargaining policy relate to NBN as well?</p> <p>Senator Fifield: I will have to check.</p> <p>Senator DASTYARI: Okay. I assume the CFO or someone here may be more aware of that. Mr Morrow?</p> <p>Senator Fifield: It applies to all Commonwealth GBEs. That is my</p>	Page 110, 112	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>understanding.</p> <p>Senator DASTYARI: Clause 12 states that remuneration increases may be negotiated to an average of two per cent per annum. This is the kind of two per cent rule we were talking about yesterday in relation to Post employees. There were some questions that were taken on notice about how it interacts with GBEs, which very rightly you said were quite technical in pieces of legislation and you were going to get back to us on at the appropriate time. Clause 28 of the policy also states the remuneration increases for senior executive services and equivalent employees covered by individual arrangements are to be consistent with this policy. Is it your expectation that NBN Co will comply with the two per cent cap on base wage growth for senior executives?</p> <p>Senator Fifield: Let me double-check in relation to NBN.</p> <p>Senator DASTYARI: Could you check whether the government's two per cent policy applies?</p> <p>Senator Fifield: We will check to make sure.</p> <p>...</p> <p>Mr Morrow: We would have to go back to check to see when that policy was actually implemented. I do not recall the specifics, but we did—</p> <p>Senator DASTYARI: The evidence I was given yesterday by the minister was that it was 2013-14 when it came in to effect. Now, if this was part of a contract or negotiation that was earlier than that—look, Mr Morrow, we are going to have a spillover day. You will have the opportunity. You are not going to be able, I suspect, to give me the answer that is going to resolve this issue definitively tonight, so why don't I just put to you the question that I am really asking? Can you just explain the 8.6 per cent growth and the 10.1 per cent growth and how that is consistent with the government's bargaining framework?</p> <p>Mr Morrow: We are happy to take that on notice.</p> <p>...</p> <p>Senator DASTYARI: I am not disputing that it was or was not a restructure of his package. There are reasons for a restructure of his package, and you have provided them. My point is: even though it was a restructure of his package, I do not understand how that still—I would like you to take this on</p>		

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				<p>notice, and, Minister, if you can take this on notice as well—seems to be, as I read what is in very clear government policy, in breach of the government policy. Again, I am giving you the opportunity to take this away on notice. I understand the point you are making. I think, perhaps, you understand part. There are some of those who feel the rigidity of the policy is the problem, because it does not allow what may, in other circumstances, be reasonable types of rearrangements. I think that is where my issue is. You are telling me that Mr Simon is taking away—and you will take this on notice—the same pay level. It is just structured in a different way.</p> <p>Mr Morrow: Correct.</p> <p>Senator DASTYARI: I would like you to give me a further—up on review—view on how that is not a breach of the two per cent policy. We can deal with it at a later time.</p> <p>Senator Fifield: We will take it on notice and review it.</p>		
217.	NBN Co	Dastyari	Governments bargaining framework	<p>Senator DASTYARI: Minister, can you take on notice how the 10.1 per cent growth and the 8.6 per cent growth are consistent with the government's bargaining framework. I just want to check. Yesterday you said in evidence you have given that you had written to Australia Post and to ABC regarding the government's bargaining policy.</p> <p>Senator Fifield: That was to remind them of the bargaining policy.</p> <p>Senator DASTYARI: Have you ever written to NBN Co about the policy?</p> <p>Senator Fifield: Let me check that.</p>	Page 110-111 25/5/2017	
218.	NBN Co	Dastyari	Senate Privileges Committee Report	<p>Senator DASTYARI: Mr Morrow, I assume that the dates of your board meetings are on the public record.</p> <p>Mr Morrow: I am not sure.</p> <p>Senator DASTYARI: Well, they retrospectively are, in your annual reports, I assume.</p> <p>Ms Keisler: Yes.</p> <p>Senator DASTYARI: They are?</p> <p>Ms Keisler: Your attendance, yes.</p> <p>Mr Rue: Not the dates; the number.</p> <p>Senator DASTYARI: I cannot see why this would be something you would not be able to provide on notice. I will give you the opportunity to provide it on notice if you are able to: the date at which the board met and was briefed</p>	Page 114-115 25/5/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>on this matter after the issuance of the Senate report.</p> <p>...</p> <p>Senator DASTYARI: Roughly monthly but not necessarily. Ms Keisler or Mr Morrow, obviously I am aware of the date that the Senate report was issued; are you able to take on notice when was the regular next board meeting at which this matter was discussed? And, Ms Keisler, would I be correct in saying that that statement was issued roughly at the same time as you were given the request from the media for comment, which would have been the same time as the issuance of the Senate report?</p> <p>Ms Keisler: Correct. I believe it was the day after the release of the report.</p> <p>Senator DASTYARI: Sure, and you are saying your team drafted the statement?</p> <p>Ms Keisler: Correct.</p> <p>Senator DASTYARI: Mr Morrow, did you approve that statement?</p> <p>Mr Morrow: I did.</p> <p>Senator DASTYARI: Did the chairman approve the statement?</p> <p>Mr Morrow: No.</p> <p>Senator DASTYARI: Was it shared with the chairman?</p> <p>Mr Morrow: No. It was, of course, at the time that we released it, but, no, it was not a pre-approved issue from the board.</p> <p>Senator DASTYARI: When you say 'at the time at which you released it'—</p> <p>Mr Morrow: It goes public.</p> <p>Senator DASTYARI: So, if it was public, he would have seen it publicly, but it did not go to Mr Switkowski to tick off on or approve or—</p> <p>Mr Morrow: That is correct.</p> <p>Senator DASTYARI: But the report did go to him?</p> <p>Mr Morrow: Yes.</p> <p>Senator DASTYARI: And the question you are not quite sure about and you are taking on notice is—was the report itself presented to the board members as part of the board papers or was just a briefing given?</p> <p>Mr Morrow: Again, as I said, the report itself went to the chairman. The chairman may have in fact sent it to on to the other board members. That is the report itself. At the board meeting, there was a discussion and a briefing about that report.</p>		

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>Senator DASTYARI: Was a copy of the report provided as part of the board papers?</p> <p>Mr Morrow: I do not recall.</p> <p>Senator DASTYARI: Can you take that on notice?</p> <p>Mr Morrow: Sure, we can take that on notice.</p>		
219.	NBN Co	Dastyari	Senate Privileges Committee Report issued to Minister	<p>Senator DASTYARI: You would have been issued a copy of the report prior to it being tabled in the Senate in your capacity as manager. Is that correct?</p> <p>Senator Fifield: I do not think so, but I will check.</p>	Page 115 25/5/2017	
220.	NBN Co	Dastyari	AFP Raids	<p>Senator DASTYARI: Mr Morrow, on notice would you provide, in detail, the time line around when and how different members of the executive were made aware. When was the board notified and when was the board discussion? What happened post the discussions of the board? We have already identified that after this a statement was issued. Were there any other activities? Was there a briefing provided to other members of staff aside from the board? Has there been any further discussion? It would concern me greatly if we were to find that the only action, after being found by a Senate committee to have engaged in improper interference, was that a press release that went for three paragraphs was issued. We can discuss that once you have had the opportunity to provide the answers to those questions on notice.</p> <p>Mr Morrow: Okay. A point of correction: it was a response to an inquiry from the journalist; it was not a press release that was issued. It is really important here to remember that the committee found that there was no intent by NBN and that NBN in fact acted in good faith—it was under the direction AFP; hence the reason that there was no contempt. Everything we did was proper. My statement to you saying we would not change anything—</p>	Page 116 25/5/2017	
221.	NBN Co	Dastyari	Senate Privileges Committee report	<p>Senator DASTYARI: Senator Fifield, have you had the opportunity to read the Senate Privileges Committee report?</p> <p>Senator Fifield: My staff have spoken to me about it.</p> <p>Senator DASTYARI: If you could take this on notice: when was it brought to your attention? I assume it would have been during the period it was tabled in the Senate.</p> <p>Senator Fifield: I will take that on notice.</p>	Page 117 25/5/2017	
222.	NBN Co	O'Neill	Improper	<p>Senator O'NEILL: Mr Morrow, Senator Dastyari has consistently said</p>	Page 118	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
			Interference	<p>throughout his questioning that the Senate finding was that there was improper interference. Do you agree that NBN Co was guilty of an improper interference with the parliament?</p> <p>Mr Morrow: Senator, I think you are getting into a technical aspect of it—</p> <p>CHAIR: We have just gone through this for 40 minutes with Senator Dastyari.</p> <p>Senator O'NEILL: It is a simple question.</p> <p>Mr Morrow: I am happy to take that on notice to give you an answer.</p> <p>Senator O'NEILL: So, yes or no?</p>	25/5/2017	
223.	NBN Co	Dastyari	Social Media Policy	<p>Senator DASTYARI: You do have journalists call you, though?</p> <p>Ms Keisler: Yes, we do. Terry McCrann is a longstanding commentator who forms his own opinion and is not call me to assist with that.</p> <p>Senator DASTYARI: Okay. Can you take this on notice? You have a big team, which is understandable—</p> <p>Ms Keisler: Yes, arguably.</p> <p>Senator DASTYARI: and there are people who work under you. Again, I do not think this is unreasonable; if I am writing a column about an issue and I am a columnist, it would make sense to me to at times call different people in that field and get their advice or input for that column. But can you take on notice whether there was input provided to the publication of the article that you tweeted?</p> <p>Ms Keisler: I can say with confidence that Terry McCrann does not make contact with my team. I am his contact, if ever.</p> <p>Senator DASTYARI: Okay. Mr Morrow, with an organisation the size of yours, I assume you have a social media policy?</p> <p>Mr Morrow: We do.</p> <p>Senator DASTYARI: If you can provide that on notice. It is probably even available on the internet, but it may or may not be. I looked for it last night, but I could not find it.</p> <p>Mr Morrow: We will provide it on notice.</p> <p>Senator DASTYARI: But I am sure it is a public document—if you could provide a copy of that.</p> <p>Mr Morrow: Yes.</p>	Page 118-119 25/5/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>Senator DASTYARI: Ms Keisler, I do not want to harp on this, but I would ask you to take on notice reflecting on the use of social media, and this may or may not fall within the boundaries of your policy—I have not seen that policy; I could not find it. But I have to say, at a personal level, I felt that it may be, because of your capacity in the role, something that is worth reconsidering. But, for the purposes of time, I think that I have made the point that I wanted to make. Is that okay—to take that on notice?</p> <p>Mr Morrow: To provide the social—yes.</p> <p>Ms Keisler: To provide the social media policy?</p>		
224.	NBN Co	O'Neill	CVC Tiers	<p>Senator O'NEILL: How many tiers are they?</p> <p>Mr Simon: There are about 10.</p> <p>Senator O'NEILL: Can you maybe provide that and any further detail?</p> <p>Mr Simon: We can provide you the tiering, we can provide you the price, but we just do not want to provide you with our supply arrangements. It is confidential what the actual price points that the various RSPs are at.</p> <p>Senator O'NEILL: It would be helpful to know how many service providers are at those different tiers.</p> <p>Mr Simon: I can give you the range.</p> <p>Senator O'NEILL: Yes, and maybe the volume that is happening at that level.</p> <p>Mr Simon: It is not a volume issue. It is dimensioning per end user, so it is not a volume base. To be clear, this is not a traditional volume discount that say, as I spend more money with NBN, I get a lower price. It is as you dimension more per user; it is the average per user. In theory, an RSP with one end user can get the same price as an RSP with 1 million end users if they dimension the average CVC per end user the same.</p>	Page 121 25/5/2017	
225.	NBN Co	O'Neill	CVC price	<p>Senator O'NEILL: Could you undertake to provide on notice the CVC price path that is currently assumed by nbn co until 2030.</p> <p>Mr Simon: We do not have that.</p> <p>Senator O'NEILL: How far does your business plan go out?</p> <p>Mr Morrow: It goes out four years.</p> <p>Senator O'NEILL: And you have the five-year planning document that you referred to earlier.</p> <p>Mr Morrow: We usually take the fourth the year and add the fifth on that. It</p>	Page 123-124 25/5/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>is not going to give you any further material. But again, we have indicated all along that we do believe that, with the increase in usage, we would see the CVC price come down into that \$10-plus range.</p> <p>CHAIR: Can I just clarify, in our discussion on questions on notice and unnecessarily complicating things. If you have got it for four years and you have to go back and rework it for the fifth year, Senator O'Neill, would you be happy with four years would do you want it rework it for the fifth year?</p> <p>Senator O'NEILL: What I was trying to get to was a lot of the value of the NBN and a lot of discussion about the business is actually projected out way beyond four or five years; it is out to 2020, 2025, 2030. I am trying to get a longer term view. My question was: do you have any projections out to 2030? Could you take that on notice?</p> <p>CHAIR: I am not trying to be difficult but if you are able to provide the four years without them having to go and put a fifth year on that—</p> <p>Senator O'NEILL: But that is not answering my question.</p> <p>CHAIR: No but do you want something longer term, not necessarily just the fifth year?</p> <p>Senator O'NEILL: Yes.</p> <p>Mr Morrow: Decades out in the future are you talking about?</p>		
226.	NBN Co	O'Neill	Last meeting with Minister Cormann	<p>Senator O'NEILL: Mr Morrow, when was the last time you met with Minister Cormann?</p> <p>Mr Morrow: Face to face?</p> <p>Senator O'NEILL: Or over the telephone.</p> <p>Mr Morrow: It has been a while, but we meet with his staff a lot. It has been a while since we met with Senator Cormann. I would have to go back to look for the dates.</p> <p>Senator O'NEILL: Please take on notice when you last met with him or had a phone call with the minister himself.</p> <p>Mr Morrow: Yes, I will take that on notice.</p>	Page 128 25/5/2017	
227.	NBN Co	Chisholm	300,000 FTTN premises	<p>Senator CHISHOLM: In terms of the announcement that Mr Ryan made, was all that 300,000 fibre to the node or was that a mixture of fibre to the node and HFC, or is the HFC different?</p> <p>Mr Morrow: That addition was pure fibre to the node replacement.</p> <p>Mr Rue: It is primarily fibre to node; it is almost entirely.</p>	Page 129, 130-131 25/5/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>Senator CHISHOLM: What sort of percentage are we talking about? Is that something you might want to take on notice?</p> <p>Mr Rue: We will have to take that on notice.</p> <p>Senator CHISHOLM: Okay. Of those 300,000 fibre-to-the-node premises, how many of those were already in design phase?</p> <p>Mr Morrow: None.</p> <p>Senator CHISHOLM: On that same issue, Mr Morrow, was the board asked to agree to expanding the fibre to the curb to a further 300,000 homes?</p> <p>Mr Morrow: Yes, there was a discussion with the board around the replacement of FTTN with FTTC, recognising that the time it takes to build FTTC is longer than FTTN, so we lose a little of the revenue—that revenue profile, that graph, shifts a little. The board holds us very tight to manage this. We propose it to the board that we think this is a good trade-off, of the longer length of time to be able to stay within the \$49 billion peak funding, keep to the 2020 build and give the best possible network we can within that; hence the board supported us.</p> <p>Senator CHISHOLM: You hope to get the approval of the board?</p> <p>Mr Morrow: It is not quite the approval of the board that lets us have technology agnostic authority. But if it differs from a business plan—the financials or the service levels that we have pre-approved from the board—then we have to go back for an approval that is an amendment to that plan. In this case, because that profile changed, we wanted them to endorse the fact that we are going to see something different. But the year-by-year numbers effectively do not change much, but in some cases they do.</p> <p>Senator CHISHOLM: I understand that. Did you need to get the approval of the board?</p> <p>Mr Morrow: For the 300,000?</p> <p>Senator CHISHOLM: Yes.</p> <p>Mr Morrow: Yes.</p> <p>Senator CHISHOLM: What date was that decision made?</p> <p>Mr Morrow: I would have to take that on notice.</p> <p>...</p> <p>Mr Morrow: But the board cannot approve a corporate plan. It is a government-approved plan.</p>		

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>Senator CHISHOLM: No, I am talking about the 300,000 houses here and looking for a cost—</p> <p>Mr Morrow: It is based on the assumption that the government is going to approve the plan.</p> <p>Senator CHISHOLM: I will ask again: I want to know what the cost of this decision was around the 300,000 homes.</p> <p>Mr Morrow: We will take it on notice.</p> <p>Senator CHISHOLM: You know the answer, and you have not given a reasonable excuse as to why—</p> <p>Mr Morrow: No, because it is far more involved than what—</p>		
228.	NBN Co	Chisholm	300,000 homes FTTC – Minister’s briefing	<p>Senator CHISHOLM: Thanks. Minister, in terms of the announcement by the chief of network engineering around the 300,000 homes that would receive fibre to the curb, when were you first briefed on that?</p> <p>Senator Fifield: I will take that on notice.</p> <p>Senator CHISHOLM: Were you briefed before the announcement by Minister Ryan?</p> <p>Senator Fifield: I meet, essentially, on a fortnightly basis with Mr Morrow and senior members of his team, but I will take that on notice.</p> <p>Senator CHISHOLM: Were you briefed on the extra cost that this would mean for the project?</p> <p>Senator Fifield: We will take that on notice—Mr Morrow has taken on notice your question in relation to cost.</p> <p>Senator CHISHOLM: Do you think there is any valid reason why they shouldn't tell us what the cost was, given that they both said that they know what it is?</p> <p>Senator Fifield: We are taking that on notice.</p>	Page 132 25/5/2017	
229.	NBN Co	O’Neill	Safety Record - Visibility	<p>Senator O’NEILL: Thank you very much. I might put a couple more questions about that on notice. Just on your safety record, I was concerned when you were unable to give answers about the oversight of subcontractors of subcontractors of subcontractors and to the questions that Senator Urquhart was asking. What visibility do you have of the injuries and safety issues or concerns?</p> <p>Mr Morrow: We are required to report all injuries—high-potential, medical</p>	Page 133 25/5/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>time-related injuries and long-term injuries.</p> <p>Senator O'NEILL: Could you provide on notice a report on that.</p> <p>Mr Morrow: Yes, we can.</p> <p>Senator O'NEILL: And the remediation that is happening, and any detail about what is happening to the people who have been caught up in it.</p> <p>Mr Morrow: We can.</p>		
230.	NBN Co	O'Neill	Homes waiting until 2020	<p>Senator O'NEILL: When people fall into the subclass 0, what do you classify them as then?</p> <p>Mr Simon: They are not ready for service. The node may be built, but it has not been declared.</p> <p>Mr Morrow: There is no service class category for it. It is just on the list to be done later.</p> <p>Senator O'NEILL: On the list to be done later? Okay. How do you keep in touch with those people who are, understandably, a little anxious about what is going to happen? What commitments do you make to them to keep them informed?</p> <p>Mr Simon: We do communicate as we get closer to ready for service. We start to inform them that their area is ready for service. They can also go into our website and get an estimated date. Depending on the issue, those 116 homes could be part of these long copper lines that we are fixing and remediating. Without knowing the specifics, I will have to take it on notice.</p>	Page 134 25/5/2017	
231.	NBN Co	O'Neill	Homes in Kariong	<p>Senator O'NEILL: Okay. I will keep going, then, with a more specific one for you that we have discussed previously: Kariong on the Central Coast, where I know that there were some issues. The Kariong community were informed that the NBN could not be rolled out due to a complaint against the land access activity notice. It went to the TIO. I raised that with you. Judi Jones indicated that the Kariong issue was not an active dispute, and things went forward. Mr Morrow, you made a commitment to contact me, and we had further discussions about it. This afternoon, my office used the 'check your address' tool on the NBN Co website to check to see if Kariong was connected. According to the NBN Co's website, Kariong residents can now connect. It says: 'Great news! You can now switch to the NBN network.' The NBN Co adviser in NBN Co's contact centre informed my office that Kariong is in fact not connected and that the information on the website is incorrect.</p>	Page 135 25/5/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>Mr Morrow: Let us check that. It sounds like it should not say that on the website, so let us look into that to see what has happened.</p> <p>Senator O'NEILL: These are the things I would like to know, given the delay that they have already experienced and the constant series of broken promise after broken promise from the current government: what is the new time line for the people of Kariong to actually receive access to the Turnbull government's network? Is it going to be FTTN? What are you going to do up there? Are the Kariong conduits currently accessible for the installation of the government's fibre-to-the-node network? Basically, what is the current status of the rollout? And, of course, you have given a commitment to adjust the 'check your address' if there is a problem.</p> <p>Mr Morrow: We will take that on notice to find out the details for Kariong and get back to you.</p> <p>Senator O'NEILL: You can imagine, though, what is going on. I was going to ask a question about Daleys Point. I think you might have answered it by indicating that some people could be waiting till 2020. A lady has been contacting my office and—like many, I am sure, around Australia—keeps saying: 'Everything says I should be able to get my service, but there's nothing happening. I can't get a response. I can't get a response.' Then they are told they are not on a map or there is some other problem. So the reality is that people who were sitting out there like that will not be contacted, as Mr Simon said, until they get close to being able to connect, and that could be, for some people, not within six months at service class zero but actually up to 2020. Is that correct?</p>		
232.	NBN Co	Bilyk	Functions	<p>In relation to expenditure on any functions or official receptions etc since 1 March 2017, can the following please be provided:</p> <ul style="list-style-type: none"> • List of functions; • List of attendees; • Function venue; • Itemised list of costs (GST inclusive); • Details of any food served; • Details of any wines or champagnes served including brand and vintage; and • Details of any entertainment provided. 	Written 2/6/2017	
233.	NBN Co	Bilyk	Mobile Devices	1. How many laptops are currently on issue to NBN Co staff?	Written	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				2. Can an itemised list showing make and model please be provided? 3. How many new laptops were purchased by NBN Co in calendar year 2016? 4. What was the total cost (GST inclusive) of purchasing laptops for NBN Co staff in calendar year 2016? 5. How many laptops had to be replaced due to damage in calendar year 2016? What was the cost of replacement (GST inclusive)? 6. How many mobile telephones were reported lost or stolen in calendar year 2016? What was the cost of replacement (GST inclusive)?	2/6/2017	
234.	NBN Co	Bilyk	Executive Office Upgrades	1. Have the furniture, fixtures or fittings in the offices of Mr Switkowski been upgraded since 1 March 2017? If so, can an itemised list of costs please be provided (GST inclusive)? 2. Have the furniture, fixtures or fittings in the offices of Mr Morrow and Ms Keisler been upgraded since 1 January 2016? If so, can an itemised list of costs please be provided (GST inclusive)?	Written 2/6/2017	
235.	NBN Co	Bilyk	Credit Cards	How many credit cards are currently on issue for staff at NBN Co? What was the value of the largest reported purchase on a credit card in calendar year 2016 and what was it for? (a) How much interest was paid on amounts outstanding from credit cards in calendar year 2016? (b) How much was paid in late fees on amounts outstanding from credit cards in calendar year 2016? (c) What was the largest amount outstanding on a single card at the end of a payment period in calendar year 2016? (d) How many credit cards were reported as lost or stolen in calendar year 2016 and what was the cost of their replacement? (e) How many credit card purchases were deemed to be illegitimate or contrary to NBN Co policy in calendar year 2016? What was the total value of those purchases? How many purchases were asked to be repaid on that basis in calendar year 2016 and what was the total value thereof? Were all those amounts actually repaid? If no, how many were not repaid, and what was the total value thereof? (f) What was the largest purchase that was deemed illegitimate or contrary to NBN Co policy and asked to be repaid in calendar year	Written 2/6/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>2016? What that amount actually repaid, in full? If no, what amount was left unpaid?</p> <p>(g) Are any credit cards currently on issue at NBN Co connected to rewards schemes? Do staff receive any personal benefit as a result of those reward schemes?</p> <p>(h) Can a copy of NBN Co's staff credit card policy please be provided?</p>		
236.	NBN Co	Griff	Lead Contractors	<p>How many lead contractors does NBN Co have in each state and territory?</p> <p>(a) How many contractor entities do these delivery partners engage in each state?</p>	Written 2/6/2017	
237.	NBN Co	Griff	Technician tracking	<p>During Estimates, Mr Morrow said: "We now track down to a technician individual level where we can see the quality of work that they do, whether there were any customer complaints that came through against those individuals and we are very detail oriented with that".</p> <p>(a) Please provide details of what data is tracked</p> <p>(b) Please provide data regarding work quality (including the number of jobs that have required remediation/repeat visits to fix) for the financial year to date</p> <p>(c) Please provide the type of complaints made and total number of complaints against each category for the financial year to date.</p>	Written 2/6/2017	
238.	NBN Co	Griff	Sub-contractors – non-payment	Is NBN aware of instances where progress at particular sites has been delayed due to sub-contractors stopping work due to non-payment?	Written 2/6/2017	
239.	NBN Co	Griff	Gen NBN Qualitative research	Has NBN undertaken the Gen NBN Qualitative research study yet? If so, please provide the key findings.	Written 2/6/2017	
240.	NBN Co	Griff	Spend on Everyday Innovators	<p>What did NBN spend in total on Everyday Innovators?</p> <p>(a) Please provide the breakdown of costs including concept, production, broadcast and marketing.</p> <p>(b) Are further instalments of this program planned?</p>	Written 2/6/2017	
241.	NBN Co	Griff	Sky Muster	<p>Regarding Sky Muster: What have the network fixes and hiring a reported 10 extra staff cost NBN?</p> <p>(a) Which budget line has this money been drawn from, and what has been the impact of this additional expenditure on other spending/services?</p> <p>(b) Are the ten new "engineers and solution architects" hired in March</p>	Written 2/6/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments																												
				permanent hires or contract?																														
242.	NBN Co	Urquhart	Design, construction and RFS table	<p>1. Please complete the following table with current data:</p> <table border="1"> <thead> <tr> <th></th> <th>FTTN/B</th> <th>FTTC</th> <th>HFC</th> <th>FTTH</th> <th>FW</th> <th>Satellite</th> </tr> </thead> <tbody> <tr> <td>RFS</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>In design</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>In construction</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>For the purpose of transparency and completeness please do not avoid answering this question as occurred in QON246 in additional estimates by referring to the weekly report on the NBN website. The RFS update contains broad technology types, and not the specific technology types requested in this table.</p> <p>Further, please do not reference the link below as it is not what is being sought.</p> <p>www.nbnco.com.au/content/dam/nbnco2/documents/website-communities-table.pdf</p>		FTTN/B	FTTC	HFC	FTTH	FW	Satellite	RFS							In design							In construction							Written 7/06/2017	
	FTTN/B	FTTC	HFC	FTTH	FW	Satellite																												
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In construction																																		
243.	NBN Co	Urquhart	Missed appointments and failed installations	<p>1. How many missed NBN install and technician appointments were there in 2014? 2015? 2016?</p> <p>2. How many failed NBN installations were recorded in 2016?</p>	Written 7/06/2017																													
244.	NBN Co	Urquhart	Cost plus contracts	<p>1. Has NBNC Co entered into any 'cost plus' contracts? A cost-plus contract is a contract where the provider is paid for all of its allowed expenses, plus additional payment to allow for a profit.</p> <p>2. What is the total value of cost plus contracts which NBNC Co has entered into? Please break down for 2015 and 2016.</p>	Written 7/06/2017																													
245.	NBN Co	Urquhart	Sham contracting	<p>1. How many complaints has NBNC Co received about sham contracting since 2015?</p> <p>2. Who were the complaints from?</p> <p>3. How many complaints were investigated by NBNC Co?</p>	Written 7/06/2017																													

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				4. On how many occasions did NBNC Co take action?		
246.	NBN Co	Urquhart	Security	What was the total cost of security for NBNC Co in the year 2016?	Written 7/06/2017	
247.	NBN Co	Urquhart	Copper purchases	How much has NBN spent on new copper cabling to date? Please provide total figure.	Written 7/06/2017	
248.	NBN Co	Urquhart	Temporary or contract staff	<ol style="list-style-type: none"> 1. Do NBNC Co figures in public reports include temporary, non-ongoing or contract staff? 2. What is the total number of temporary or contract staff currently employed? 3. For the calendar year 2016: <ol style="list-style-type: none"> (a) How much did NBNC Co spend on temporary or contract staff? (b) How many temporary or contract staff have been employed? (c) How much was paid for agencies/companies to find temporary/contract staff? (d) Have there been any changes to the policies/criteria that govern the appointment of contract staff? 	Written 7/06/2017	
249.	NBN Co	Urquhart	Printing	<ol style="list-style-type: none"> 1. Since 2015: <ol style="list-style-type: none"> (a) Please list all documents that have been printed at the expense of NBNC Co where 200 or more copies have been produced? Please include the total number produced as well. (b) How many of these printed documents were also published online? (c) Has NBNC Co used external printing services for any print jobs? <ol style="list-style-type: none"> i. If so, what companies were used? ii. How were they selected? iii. What was the total cost of this printing by item? 	Written 7/06/2017	
250.	NBN Co	Urquhart	Board meetings	Please provide dates for all board meetings in 2017 to date.	Written 7/06/2017	
251.	NBN Co	Urquhart	Technology in greenfields to date	<ol style="list-style-type: none"> 1. How many new estates/development premises have been served with FTTN to date? 2. How many new estates/development premises have been served with HFC to date? 	Written 7/06/2017	
252.	NBN Co	Urquhart	Merchandise or promotional material	<ol style="list-style-type: none"> 1. For the year 2016 and 2017: <ol style="list-style-type: none"> (a) Has NBNC Co purchased any merchandise or promotional material? (b) List by item, and purpose for each item, including if the material is 	Written 7/06/2017	

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				<p>for a specific policy or program or for a generic purpose (note that purpose)</p> <p>(c) List the cost for each item</p> <p>(d) List the quantity of each item</p> <p>(e) Who suggested this material be created?</p> <p>(f) Who approved its creation?</p> <p>(g) Who created the material?</p>		
253.	NBN Co	Urquhart	CVC pricing	<p>1. Where can the public locate the pricing details of NBNC's CVC retail-based discount model which came into effect on 1 June 2017? Please attach any relevant documents.</p> <p>2. Please detail what discounts are provided based on how much CVC retail providers purchase on average per end-user each month. Every discount tier and the associated CVC price should be presented. Please attach any relevant documents.</p>	Written 7/06/2017	
254.	NBN Co	Urquhart	Bonuses	How much in bonuses were paid out across all employees of NBNC in 2015-16? Please provide global figure.	Written 7/06/2017	
255.	NBN Co	Urquhart	Vehicles	<p>Since October 2013 have any NBN executives been provided with or had access to a motor vehicle?</p> <p>If so:</p> <p>(a) Which executives?</p> <p>(b) What is the make and model?</p> <p>(c) How much did it cost?</p> <p>(d) When was it provided?</p> <p>(e) What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel.</p>	Written 7/06/2017	
256.	NBN Co	Urquhart	Sponsorship	Please list all events/people that have been sponsored by NBNC since 1 January 2016 and the amount of sponsorship provided.	Written 7/06/2017	
257.	NBN Co	Urquhart	Limousines	How much has been spent on Limousine hire or Limousine rides by NBNC staff since January 2015?	Written 7/06/2017	
258.	NBN Co	Urquhart	Staffing	<p>1. How many staff are currently employed by NBN Co?</p> <p>2. What percentage of staff earn a salary over \$100,000?</p>	Written 7/06/2017	
259.	NBN Co	Urquhart	Travel allowance	1. How much in travel allowance do NBN Co employees receive for an overnight stay interstate? Please outline details of internal policy, including any differences between travel allowance rules for staff,	Written 7/06/2017	

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				management, and executives. 2. How much in travel allowance was paid to NBN Co employees in 2016? Please also provide figures for 2014 and 2015.		
260.	NBN Co	Urquhart	Enduro Mountain biking Association	On March and May 2017 NBNC Co posted a video on its Youtube account entitled 'nbn powers the Enduro World Series in Tasmania'. Please provide some further details about: 1. Was connectivity through the fixed-wireless network made available to new locations connected to the event on a temporary basis? Or was it made available to existing premises that could access the NBN. 2. Was the fixed-wireless network used to provide 'mobile' connectivity? 3. Can NBNC Co provide temporary on-demand connections through its infrastructure at events where an existing NTD or service is not present? 4. Was there any financial agreement between organisers and NBNC Co? If yes, how much was paid in exchange for NBN services. 5. Did NBNC Co sponsor the event? If yes, please provide details.	Written 7/06/2017	
261.	NBN Co	Urquhart	Northwest business park	1. Please confirm if the Northwest Business Park in Baulkham Hills NSW 2153 is ready for service? 2. When did it become ready for service? 3. What technology is the business park connected with?	Written 7/06/2017	
262.	NBN Co	Urquhart	Belmond Estate	In comments recently made to The Age NBNC Co stated the reason network connection to the residents of Belmond Estate in Clyde has been delayed is because "we ran into some blockages apparently while doing the haulage plus recently there have been other roadworks". 1. Can NBNC Co please explain how "blockages" and "roadworks" managed to delay the provision of any infrastructure to Belmond estate for a period of seven months?	Written 7/06/2017	
263.	NBN Co	Urquhart	Organisational Chart	Please provide a current organisational chart.	Written 7/06/2017	
264.	NBN Co	Urquhart	Backhaul	How much inter-capital backhaul does NBNC Co provision per user?	Written 7/06/2017	
265.	NBN Co	Urquhart	Calls to call centre	With reference to NBN public-facing contact centre number 1800 687 626: 1. How many calls have been made to the 1800 687 626 number in 2017 to date? Please break down by month.	Written 7/06/2017	

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				2. What is the average wait time for calls in 2017? 3. What is the average call handle time for calls in 2017? 4. What is the abandoned call rate? 5. Does NBNC Co conduct Net Promoter Score (NPS) measurement on these calls? If no, why not? If yes, what is the NPS Score for 2017 to date? 6. How many employees staff the phones in this contact centre? 7. How many calls were made to 1800 687 626 in 2016? Please break down by month.		
266.	NBN Co	Urquhart	Micronodes	1. How many micro-nodes has NBN deployed? Please also provide distribution by State. 2. What is the average number of customers served by each micro-node? 3. How many micro-nodes are currently providing broadband services? Please also provide distribution by state. 4. How many micro-nodes are not currently providing broadband services? Please also provide distribution by state.	Written 7/06/2017	
267.	NBN Co	Urquhart	Research studies	1. Please list the research studies commissioned by NBNC Co in 2017. 2. Please provide a cost for each of these studies.	Written 7/06/2017	
268.	NBN Co	Urquhart	APRU – 2021 and 2022	NBNC Co's response to QON 358 from Additional Estimates indicates that NBN Co has forecasted APRU and their respective AVC and CVC components for 2021 and 2022. 1. What APRU is NBNC Co forecasting for 2021? And 2022? 2. What AVC revenue per user is NBNC Co forecasting for 2021? And 2022? 3. What CVC revenue is NBNC Co forecasting for 2021? And 2022?	Written 7/06/2017	
269.	NBN Co	Urquhart	Flights paid for journalists by NBN Co	With reference to journalists and media outlets sponsored by NBNC Co to attend and cover events by paying for their airfares and/or accommodation: 1. Which news outlets did they work for? What was the total cost? Please break down for the following period: (a) FY2016-17 to date	Written 7/06/2017	
270.	NBN Co	Urquhart	Terminal value	With reference to QON 213 from Additional Estimates. Please do not attempt to avoid answering the question by referencing the Strategic Review.	Written 7/06/2017	

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				<p style="text-align: right;">Question No: 213</p> <p>NBN Co Limited Hansard Ref: Written, 14/03/2017</p> <p>Topic: Terminal value Senator Urquhart, Anne asked:</p> <ol style="list-style-type: none"> 1. What terminal value was used as part of the IRR calculations in the 2017 Corporate Plan? 2. What terminal value was used as part of the IRR calculations in the 2016 Corporate Plan? <p>Answer: Following the same assumption as used in the nbn strategic review in December 2013, the terminal value used in calculation of IRR for both Corporate Plans was 6 times the FY2040 EBITDA.</p> <ol style="list-style-type: none"> 1. What terminal value was used as part of the IRR calculations in the 2017 Corporate Plan? Please state the figure. 2. What terminal value was used as part of the IRR calculations in the 2016 Corporate Plan? Please state the figure. 3. What FY2020 EBITDA was used? 4. Enterprises 5. Does NBNC Co currently provide services to any enterprises? (a) If yes, how many? How much revenue has been earned in FY16-17 to date. 		
271.	NBN Co	Urquhart	2020 target	With reference to the response to QON 366 from additional estimates.	Written 7/06/2017	

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				<p style="text-align: right;">Question No: 366</p> <p>NBN Co Limited Hansard Ref: Written, 03/04/2017</p> <p>Topic: 2020 target Senator Urquhart, Anne asked: The NBN Co CEO has stated the company goal is to activate the 8 million service by 2020. Can you please confirm whether 'by 2020' refers to be 1 January 2020, 1 July 2020, or 31 December 2020?</p> <p>Answer: nbn expects to complete the build during the financial year 2019-20 and anticipates 8 million premises will be activated within the same period.</p> <p>1. Can NBN confirm it expects that all service class zero premises will be ready for service at the projected completion of the build?</p>		
272.	NBN Co	Urquhart	Number of missed NBN install appointment – Transparency	With reference to QON 354 from additional Estimates:	Written 7/06/2017	

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				<p style="text-align: right;">Question No: 354</p> <p>NBN Co Limited Hansard Ref: Written, 31/03/2017</p> <p>Topic: Number of missed NBN install appointments Senator Urquhart, Anne asked:</p> <ol style="list-style-type: none"> 1. Does NBN Co monitor track the number of missed technician appointments? If yes, please explain the business process and how the monitoring works. 2. How much NBN Co record these instances? Does it form part of weekly reports to management? 3. Does NBN Co know in reasonable time when a contractor has not attended an appointment? 4. How many NBN install/technician appointments were missed in 2016? 5. How many NBN appointments were rescheduled in 2016? 6. What is the average number of missed install/technician appointments per new install? <p>Answer:</p> <ol style="list-style-type: none"> 1. Yes. Appointment-keeping performance is part of routine monitoring of technician activities and Managed Service Partner governance. 2-6. The average rate of missed appointments was 10.8% in 2016. Missed appointments are rescheduled as part of routine business and are monitored at management level. <ol style="list-style-type: none"> 1. Can NBNC Co please answer the questions that were asked. Specifically these include: 2. Does NBN Co know in reasonable time when a contractor has not attended an appointment? 3. How many NBN appointments were rescheduled in 2016? 4. How many NBN install/technician appointments were missed in 2016? 5. Given NBNC Co has presented the average % rate of missed appointments, it would appear reasonable that it would know. 		
273.	NBN Co	Urquhart	Missed appointments - definition	<ol style="list-style-type: none"> 1. How does NBNC Co classify/define a 'missed appointment'? Please provide the internal business rules used to determine this. 2. How does NBNC Co classify/define an 'appointment'? Please provide the internal business rules used to determine this. 	Written 7/06/2017	

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274.	NBN Co	Urquhart	Missed appointments	<ol style="list-style-type: none"> 1. What systems and processes does NBNC Co use to capture and report on figures about the number of missed technician appointments? 2. How many technician appointments have been missed by NBNC Co in 2017 to date? Please state the total number (or estimated number) of missed appointments. 3. How many technician appointments were rescheduled or delayed in 2017 to date? Please state the number of missed appointments. Please state the total number (or estimated number) of missed appointments. 4. What is the average number of missed appointments per new install? 	Written 7/06/2017	
275.	NBN Co	Roberts	Skymesh	<p>The NBN recently had a customer not getting sufficient data speed via a fixed wireless system with “Skymesh”. After testing his NBN box for three days at various times of the day (or NBN would not investigate) he waited for a month and nothing happened. After a month a technician visited spins his antenna on the roof 180 degrees and points it towards another NBN tower which sorts out the data speed.</p> <ol style="list-style-type: none"> 1. What is the process or standard used for ensuring quality customer service? 2. What is the specified time for basic issues to be resolved? 3. Should issues like the one mentioned above take over a month to resolve? 4. Is the inability to resolve basic issues within a timely fashion an inherent issue? 	Written 8/06/2017	
276.	<ol style="list-style-type: none"> a) Department b) ABC c) SBS d) ACMA e) OCeSC f) NBN Co g) Australia Post h) AC i) AFTRS j) Bundanon Trust 	Farrell	Market Research	<p>For the 2016-17 financial year, what was the total amount spent by the Department on market research (either as a whole contract or as part of a contract)?</p> <p>For each contract for market research in 2016/2017, can you please provide:</p> <ul style="list-style-type: none"> • The subject of the market research; • The supplier; • Whether the supplier has been engaged previously and if so, for which contracts; • The total value of the contract; • The term of the contract (time); • The date that the decision was taken to seek market research on the topic; 	Written 01/06/2017	

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	k) CPA l) National Collecting Institutions m) Screen Australia			<ul style="list-style-type: none"> • The date the contract was opened to tender or selection process; • The date the supplier was engaged; • Whether the contract was subject to a tender process, including whether there was a full, partial or closed tender process; • Does the supplier exist on a pre-approved supplier list, if so, when were they added to that list; • Whether the Minister, or the Minister's Office, requested that the research be conducted; • Whether the Minister approved the decision to conduct market research; • Whether the Minister approved the contract with the supplier; • Whether the Minister or the Minister's office was consulted on questions asked; • Whether the Minister or the Minister's office received a copy of the market research; • If the decision to conduct research was initiated by the department or agency, was the Minister or their office consulted before the decision was taken to conduct research, if so – in what form did that consultation take (written, verbal other); • If the decision to conduct research was initiated by the department or agency, did Minister or their office make any amendments or changes to the Department's proposal for market research to be conducted, if so, what changes and to what aspects were they made; • At any stage in the life of the proposal to conduct market research were other departments or agencies consulted? • At any stage in the life of the proposal to conduct market research were other Ministers, or the Prime Minister consulted? • At any stage in the life of the proposal to conduct market research did the expected cost change, if so how? • At any stage in the life of the proposal to conduct market research did the scope, questions or supplier of the research change? • Have any topics or questions of market research been conducted and subsequently conducted again by the same or different supplier? 		

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277.	a) Department b) ABC c) SBS d) ACMA e) OCeSC f) NBN Co g) Australia Post h) AC i) AFTRS j) Bundanon Trust k) CPA l) National Collecting Institutions m) Screen Australia	Bilyk	Facilities Upgrades	<p>Have the facilities of any of the Department's premises, or the premises of any agencies in the portfolio, been upgraded since 1 March 2017, for example, staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment?</p> <p>If so, can a detailed description of the relevant facilities upgrade please be provided together with an itemised list of costs (GST inclusive)? Can any photographs of the upgraded facilities please be provided?</p>	Written 2/6/2017	
Spill-Over Hearing 15 June 2017						
278.	1.1	Urquhart	Communication to agencies – QoN timeliness	<p>Senator URQUHART: Are you able to provide us with a copy of the letter you sent off to NBN and the portfolio agencies?</p> <p>Dr Smith: I can certainly do that.</p>	Page 3 15/06/2017	
279.	1.1	Urquhart	Electorate Briefs: 1 March 2016–2 July 2016	<p>Senator URQUHART: I am talking about the period between March and July 2016, and then 2 July to 30 November. Can I again ask you: are you not able to provide that information?</p> <p>Mr Robinson: We do not believe that we can easily provide that information.</p> <p>Senator URQUHART: I did not ask if you could easily provide it, or do it with difficulty.</p> <p>Mr Robinson: I would be willing to go back again, and perhaps provide you with an expanded answer as to the range of types of points where that information might be available, if it is that last July period. I certainly would be open to taking it on notice, essentially, and going back and trying to provide more information about what the issue is for that period, and whether</p>	Page 6-7 15/06/2017	

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				<p>we can provide more information.</p> <p>Senator DUNIAM: Just on that: there was mention before of a number of different databases. How long would it take you to provide the information? Is it a significant task?</p> <p>Mr Robinson: For that period, the information is potentially in normal ministerial briefs in separately provided information; it is potentially in meeting briefs and speeches et cetera. They may have been provided by email, often probably, and they are probably registered on various parts of our correspondence systems et cetera. But it is just such a wide range. We are happy with going back and trying to provide more information to explain what that range is.</p> <p>Senator DUNIAM: I am just interested in whether this is a laborious task, as in it will take up a significant amount of resources to track down all of this information across all of these systems and different formats et cetera.</p> <p>Mr Robinson: Yes, it will take some time.</p> <p>Senator DUNIAM: As long as we understand that when we are asking these things.</p> <p>Senator URQUHART: Mr Robinson, I am happy for you to do that, but I just think it is unsatisfactory. What I would like to do is to seek a private briefing later to get my head around the process and to try to work out why you cannot provide this information to us.</p>		
280.	1.1	Urquhart	Electorate Briefs – sensitive/Commercial information	<p>I will move on to the response to question 314, where I asked what information contained in the electorate briefs was considered sensitive or commercial and why it was considered sensitive or commercial. You will recall that this followed from a previous response I received on a freedom of information request. The department's response to question on notice 314 says:</p> <p>The Senator's initial request captured a more detailed version of the electorate brief which contains more detailed data. As advised in the hearing on 24 March 2017, some of those briefings include very granular detail on matters commercially sensitive to nbn relating to take-up rates in particular.</p> <p>The response goes on to say:</p> <p>The documents released under A106-2017 are a summary version of briefing material prepared by the Department.</p>	Page 7 15/06/2017	

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				<p>Do you have those briefs containing the granular detail, the non-summary version here with you today?</p> <p>Mr Madsen: No, we do not.</p> <p>Senator URQUHART: Right, but you can get them?</p> <p>Mr Madsen: Yes, they are available.</p> <p>Senator URQUHART: Why don't you have them given that you knew that we were coming back to deal with the questions on notice?</p> <p>Mr Madsen: We understood that, through that FOI process, our FOI officer had engaged with your office to refine the nature of that search. As a result of that discussion, the more summary version of the briefs was provided.</p> <p>Senator URQUHART: Okay, so you have not got them here, but you can provide them?</p> <p>Mr Madsen: As was identified in the FOI process, the larger version of the briefs is likely to include commercial-in-confidence information. It was that process of having to go back through several thousand pages of documents to identify and potentially extract that commercial-in-confidence information that led us to identify that that would have been an extensive process to undertake.</p> <p>Senator URQUHART: I know that you said that you have not got them here today, but can you tell me what date it was created—the nonsummary version—does it cover all electorates and what the title of the brief was?</p> <p>Mr Madsen: I will have to take that on notice.</p> <p>Senator URQUHART: So you do not know what date it was created?</p> <p>Mr Madsen: No, I do not have that information.</p> <p>Senator URQUHART: What is the granular detail referred to in that response that you talked about?</p> <p>Mr Madsen: It is information that relates to that level of take-up in different service area modules as part of the NBN, which can include information down to individual buildings and the level of take-up in those buildings.</p> <p>Senator URQUHART: What information does the summary version not include?</p> <p>Mr Madsen: Particularly it would not go down to that level of detail of the in-building information.</p> <p>Senator URQUHART: Is that the only difference?</p>		


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				<p>Mr Madsen: No, there could be other differences as well.</p> <p>Senator URQUHART: What would they be?</p> <p>Mr Madsen: They could relate do a more detailed breakdown across different technologies. If you are a looking for an extensive list, I would need to take that on notice.</p> <p>Senator URQUHART: If you could, that would be good. Can you also provide a more elaborate explanation about what types of take-up rates were included in those briefs?</p> <p>Mr Madsen: Yes.</p>		
281.	1.1	Urquhart	Electorate Briefs – Backbench Members	<p>Senator URQUHART: Those briefs are then provided to the minister's office?</p> <p>Mr Madsen: Some of them are, yes. As we have mentioned before, they can be used for a number of different purposes.</p> <p>Senator URQUHART: What are the other purposes?</p> <p>Mr Madsen: As I think we have mentioned, they might be used within the department; they might be shared with other government departments.</p> <p>Senator URQUHART: Have the briefs containing very granular detail been provided to backbench members of parliament?</p> <p>Senator Fifield: I do not know. I would have to take that on notice.</p> <p>Senator URQUHART: They would go to your office, would they not?</p> <p>Senator Fifield: As I think we have canvassed before, many thousands of briefs come to my office. Not all of them come to me. Numbers of them go to my staff. I could not tell you if those particular briefs that you have been referring to have gone to colleagues.</p> <p>Senator URQUHART: But you will take on notice whether they have?</p> <p>Senator Fifield: Yes.</p>	Page 8 15/06/2017	
282.	1.1	Urquhart	NBN Electorate Briefs – postelection dates	<p>Senator URQUHART: The response to question-on-notice No. 318 contains postelection dates for the creation of batch NBN electorate brief updates. I am sure you are aware of all the dates in question No. 318. Are these all the summary versions of the NBN electorate briefs, or do they contain a mix of the versions containing granular data and the summarised versions?</p> <p>Mr Madsen: I would have to take that on notice. I have the dates on which the briefs were provided; I do not have copies of the briefs themselves.</p>	Page 8-9 15/06/2017	

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				<p>Senator URQUHART: The dates on which they were provided were:</p> <ul style="list-style-type: none"> - 20 July 2016 - 4 August 2016 - 22 August 2016 <p>But you do not know what was in them, what the mix was?</p> <p>Mr Madsen: That is correct.</p> <p>Senator URQUHART: But you will come back to me.</p> <p>Mr Madsen: We can respond on notice, yes.</p>		
283.	1.1	Urquhart	NBN Electorate Briefs – Inclusion of FTTC	<p>Senator URQUHART: Do the more recent batch updates contain information about the deployment of fibre to the kerb?</p> <p>Mr Madsen: It is not available as a technology yet, so I do not think they do.</p> <p>Senator URQUHART: So they do not.</p> <p>Mr Madsen: No.</p> <p>Senator URQUHART: Why not? Haven't NBN Co announced most of the locations for this? Why would they not be in there?</p> <p>Mr Madsen: Some of the more recent briefs would include information on fibre to the kerb.</p> <p>Senator URQUHART: So some of the more recent ones do.</p> <p>Mr Madsen: Yes.</p> <p>Senator URQUHART: From when? Do you know how recent?</p> <p>Mr Madsen: No, I do not know when. We would have to take that on notice.</p>	Page 9 15/06/2017	
284.	1.1	O'Neill	Non-monitored medical alarms – Departments involvement date	<p>Senator O'NEILL: The department was not always involved, was it?</p> <p>Senator Fifield: The request was for the department and NBN Co to work together on the issue. I asked because of an issue that I think everyone around the table is aware of. The Medical Alarm Register, as you know, forms the basis of the information for NBN Co to be aware of both people who have monitored alarms and those who have non-monitored alarms, so that NBN Co can provide advice to them. The medical alarm subsidy scheme, as designed by NBN Co, applies to monitored medical alarms. The basis for NBN Co's decision is that there was an Australian standard that relates to that, but as I have indicated here before, I have asked for work to be done to look at the issue of the non-monitored alarms.</p> <p>Senator O'NEILL: So there is an indication of a change from previously. When did you make this request of the department? As I recall from evidence</p>	Page 9 15/06/2017	

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				<p>previously it was exclusively in the domain of NBN Co for a period of time. Senator Fifield: I will check, but typically with issues of this nature the department has a skill set, NBN Co has a skill set and they work cooperatively together. We can take on notice when the formal request, if you like, went forward. Senator O'NEILL: Dr Smith, you cannot advise me of that this evening? Dr Smith: Not of the exact date. I can check with my colleagues as to whether we would have that information on hand and get back to you.</p>		
285.	1.1	O'Neill	Non-Monitored Alarms project	<p>Senator O'NEILL: But for non-monitored? Mr Robinson: For non-monitored there is no Australian standard. That is the challenge of looking at options, but the minister has asked us to, so we are working with NBN Co on options to help the people who rely on those devices. Senator O'NEILL: For roughly how long have you been working on this project with NBN Co? Mr Robinson: I would have to check the exact date.</p>	Page 9-10 15/06/2017	
286.	1.1	O'Neill	Medical Alarm Assistance Scheme	<p>Senator O'NEILL: Is it a policy decision that is now in your remit in a way that it was not previously, because it was seconded out to NBN Co. Senator Fifield: It was not seconded out; it was an operational NBN Co decision. As portfolio minister and shareholder minister I have taken a close interest in this, and I have asked for some scenarios to be looked at, options examined and advice provided. Senator O'NEILL: So were you responsible for it when NBN Co made the decisions, or was it responsible for it? Senator Fifield: I would have to check, but I think those decisions might have predated me being in the portfolio. But to my understanding NBN Co, as part of its job of assisting people to migrate, established this arrangement to facilitate migration, which is part of its responsibility. Senator O'NEILL: So NBN Co is responsible for picking the winners and leaving out the non-monitored alarms. You are not taking responsibility for that? Did it do it or did you do it? Senator Fifield: NBN Co was looking at the issue of where there was an Australian standard as one of the things that guided it in the development of the medical alarm assistance scheme.</p>	Page 11 15/06/2017	

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				<p>Senator O'NEILL: So you let technology make the decision without considering equity of access for all people who were using monitored and non-monitored alarms?</p> <p>Senator Fifield: I will check the dates as to when NBN Co took those decisions.</p> <p>Senator O'NEILL: And it did take those decisions, not you as the minister?</p> <p>Senator Fifield: It was something that fell within the remit of NBN Co's responsibilities.</p>		
287.	1.1	Urquhart	Mobile Blackspot Program database – round 3 locations	<p>Senator URQUHART: Mr Paterson at the time described this approach as a 'fundamental change to the program', that there were 'coverage issues' and that some of the locations might have 'a congestion issue'. What is the difference between a location where there is a congestion issue and one with no coverage at all? Can you explain that to me. Is Mr Drew going to do that?</p> <p>Mr Drew: Each of the priority locations has been identified based on feedback from the public where they have identified an issue in that spot. The coverage issue will depend on the location and the geography. In some cases it will be that there is entirely no coverage. In other cases it may be that there is insufficient capacity on the tower for the region that may cause issues, and there can be other very specific geographic issues that affect the coverage in that area.</p> <p>Senator URQUHART: So are all of the round 3 locations on the department's mobile black spot database?</p> <p>Mr Drew: The majority of the locations are on the mobile black spot database. I do not have the specific number, but the vast majority are. There are a small number that are not but are very, very close to other black spots.</p> <p>Senator URQUHART: But not all of them are on the database?</p> <p>Mr Drew: A very small number are not.</p> <p>Senator URQUHART: Have you checked that the majority of them are on the database?</p> <p>Mr Drew: Yes. I am sorry; I do not actually have the specific number, but I believe it would be in the order of five or 10—</p> <p>Senator URQUHART: Are you able to provide that to us on notice?</p> <p>Mr Drew: Yes. Absolutely, on notice.</p>	Page 12 15/06/2017	
288.	1.1	Urquhart	Base stations –	Senator URQUHART: How were the technical specifications for the base	Page 13-14	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
			Round 1 technical specifications	<p>stations in round 1 established? Mr Drew: This is for co-location? Senator URQUHART: Yes. Mr Drew: I do not believe there were technical specifications for round 1. There were technical specifications for round 2 with regard to co-location but not for round 1. I think that is correct, but I would have to check. ... Senator URQUHART: I am not asking you about the specific details. So all three carriers were consulted about the technical specifications for round 1? Mr Drew: No, for round 2. Senator URQUHART: And what about for round 1? Mr Drew: I do not believe there were technical specifications for round 1. Senator URQUHART: So there are no technical specifications—are you sure? Mr Drew: I would have to take that on notice. Senator URQUHART: So you are not sure? Mr Drew: I would have to confirm that, but I do not believe there are.</p>	15/06/2017	
289.	1.1	Urquhart	Mobile Blackspot Program Round 2 – Consistency across carriers	<p>Senator URQUHART: Are the three types of minimum specifications consistent for all three carriers? Mr Drew: I would have to take that on notice. I do not think so; I think they are slightly different. As I said, each carrier builds a different style of tower. Senator URQUHART: Could you take that on notice and maybe give us a little more detail around the differential, if there is any. Mr Drew: Sure.</p>	Page 14 15/06/2017	
290.	1.1	Urquhart	NBN electorate briefs	<p>With reference to QON318 which lists the dates where electorate briefs were provided to the Minister:</p> <ul style="list-style-type: none"> (a) For which of these dates were the briefs that were provided a batch update? i.e. a sizeable number of electorates. (b) For which of these dates were the briefs provided in a summary format? (c) For which of these dates were the briefs provided in the more granular and detailed format? 	Written 27/06/2017	
291.	1.1	Urquhart	NBN electorate briefs – batch	Please provide dates where batch updates to NBN electorates were provided to the Minister’s office.	Written 27/06/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
			updates	(a) a. Please identify which of these briefs contain FTTC Rollout information (b) b. Please confirm which of these briefs are in summary format, and which are in the more detailed format.		
292.	1.1	Urquhart	FOI 12-1617	Please confirm if any of the NBN electorate briefs listed in QON318, which were produced prior to 30 November 2016, contained the 'At 7 September 2013' comparison column (shown below) as contained in the briefs accessed under FOI 12-1617?  (a) If yes, also provide for which dates.	Written 27/06/2017	
293.	NBN Co	Hanson	New Developments – Telstra not supplying phone line	Senator HANSON: What I am hearing is that, for people in new sites, Telstra are not going in and providing the service, because they have heard that NBN is going to go there, so these people are waiting months. Businesses cannot get a service done, and it is affecting their business. Households and pensioners need a phone on, yet they are forestalling. What is being done to work with Telstra and NBN to ensure that these people have a service? Mr Morrow: Let me explain a little bit. Pete, kick in here if you feel there is more detail. In a newly developed area, if Pete has already gone through and commenced construction in that area, we have the obligation to be able to build services into that new development. If Pete has yet to begin construction in that area, Telstra maintains that responsibility to provide that service. I have not heard of a case of Telstra saying, 'No, I'm not going to do it, because Pete's coming soon to your area.' Senator HANSON: Albury-Wodonga? Mr Morrow: We will look into that. I have even had personal discussions with the Telstra executives, and they say that they do not want to leave anybody out there like this. Pete, is there anything further? Senator HANSON: That complaint came through the inquiry in Albury-Wodonga. That was raised by the council. Mr Ryan: No, I am not aware. I think the way he described it is right.	Page 23 15/06/2017	
294.	NBN Co	Urquhart	Staff Redundancies	Senator URQUHART: I have one question on redundancies. I refer to question on notice 161, which was asked in March, I think, in regard to redundancies at NBN Co. The response indicates 91 staff were made redundant in 2016. In part 2 of the question, which was about the total cost of	Page 23-24 15/06/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>redundancies, it stated the redundancy costs of \$10.934 million, also for the 2016 calendar year. Or does that capture several years?</p> <p>Mr Morrow: That would be the total over the period of time. Stephen, did you see this question on notice?</p> <p>Mr Rue: Without seeing the calculation, I think what it means is 91 people in the 12 months to December 2016, and \$10.9 million in the same period of time.</p> <p>Senator URQUHART: Right. That comes out at an average of \$120,000 per redundancy. How can it be that high?</p> <p>Mr Morrow: Typically, with contracts that are in place, for the middle management and above group there is a three-month payout window. That \$100,000 could be factored into that. I think there are some other outsourcing expenses that occur. But if you want the breakdown of that detail we can provide that.</p> <p>Senator URQUHART: If you could provide a breakdown and the details of that it would be useful. It seems very expensive to me. You get a redundancy and walk out with \$120,000. There are not too many workers around Australia that get that after 12 months.</p> <p>Mr Morrow: I can tell you that we do follow common marketplace practices. But we will double-check that and give you the details.</p>		
295.	NBN Co	O'Neill	Technician appointments missed	<p>Senator O'NEILL: I refer to question on notice 354 from additional estimates, when NBN Co. were asked to provide a figure for how many technicians' appointments were missed in 2016. The NBN Co. appears to have answered part of the question, part 6, in percentage terms, but has not answered part 4 of the question, which sought to ascertain the number of missed appointments for 2016. I also note that the response to part 1 of the question confirms that the company does capture and record this information. Is there any reason why part 4 of this question was not answered properly?</p> <p>Mr Morrow: I cannot answer that. I will go back and have a look at it. We should be able to do some arithmetic to figure this out.</p> <p>Senator O'NEILL: You do keep those records. You have given me evidence before about improving processes around people having to report on why appointments were missed as well, to improve the quality of your data. Is that correct?</p>	Page 24 15/06/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p>Mr Morrow: So I can make sure we get you the data, are you specifically interested in our activations or installations, how many appointments were made and missed? Is that what you are asking for?</p> <p>Senator O'NEILL: Yes.</p> <p>Mr Morrow: I think we should be able to give you that number.</p> <p>Senator O'NEILL: How many NBN install technician appointments were made and missed. If that is the clarifying word, I am pretty sure that is what exactly we want to know.</p> <p>Mr Morrow: I think we can provide that.</p> <p>Senator O'NEILL: I can give you personal data of about 12.</p> <p>Mr Morrow: It is 10 per cent of all the connections we made. We know how many connections we made in 2016, so we should be able to pretty much tell you that number.</p> <p>Senator O'NEILL: How long do you think it will take for you to find out?</p> <p>Mr Morrow: I am going to ask those people that are listening up in the sky right now to see if they can give me an answer in the next five minutes.</p> <p>Senator O'NEILL: Is there any way you could give me the indication in real time of where you are this year, today?</p> <p>Mr Morrow: Again, I think it is still at that 10 per cent level. There is another way, by the way: you and your staff, if you want, can look at the number of activations that we have had since the beginning of the year. Ninety per cent is the appointments met right the first time, so 10 per cent of the total activations are going to have some form of missed appointment. That is readily available by doing some simple math, but we are happy to take that on notice to give you that answer too.</p>		
296.	NBN Co	Urquhart	TIO Review	Has NBNCo made a submission to the Independent Review of the TIO being undertaken by Cameron, Ralph and Khoury? If yes, please provide a copy of the submission.	Written 27/06/2017	
297.	NBN Co	Urquhart	Cost of fibre optic cabling	What is the average cost per metre of buying fibre optic cables?	Written 27/06/2017	
298.	NBN Co	Urquhart	Cost of commissioned research	<p>Please provide the costs associated with each of the following pieces of NBN commissioned research/reports:</p> <p>(a) The nbn GranTechie Report</p> <p>(b) The nbn Season of Connectivity Report</p>	Written 27/06/2017	.

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				(c) The Ovum report on regional connectivity and fixed wireless (d) The nbn Digital Parenting Report (e) The nbn Digital Dream Report (f) Aussie App-etite: connected devices building the future home (Telsyte) (g) Internet Uninterrupted 2016: Australian Households of the Connected Future (h) nbn: Future of sport Report (i) nbn Broadband Index (j) Going Glocal (k) Gen nbn: 2020 and beyond (l) Towards a super connected Australia (m) SME cloud-based services: overseas successes & Australian opportunities (Ovum) (n) Super connected lifestyle locations		
299.	NBN Co	Urquhart	Design Phase - FTTN	1. How many FTTN premises are currently in a design phase? 2. How many are in the construction phase? 3. How many FTTN premises have not entered a design or construction phase?	Written 27/06/2017	
300.	NBN Co	Urquhart	Subscriber payments	What sum of subscriber payments have been made in FY16-17 to date?	Written 27/06/2017	
301.	NBN Co	Urquhart	Service Class Zero – technology	Can NBN please provide a breakdown of current SC0 premises by technology type?	Written 27/06/2017	
302.	NBN Co	Urquhart	CPP of in-fill premises	What is the estimated per-premise cost for connecting infill greenfield premises with FTTN or HFC?	Written 27/06/2017	
303.	NBN Co	Urquhart	Executive salaries following restructure	On 8 June 2017 NBN announced a restructure of its executive team. Can NBN confirm whether the remuneration committee agreed to salaries for the executive team prior to the announcement?	Written 27/06/2017	
304.	NBN Co	Urquhart	Fade margin	For what fade margin as the Sky Muster network been engineered?	Written 27/06/2017	
305.	NBN Co	Urquhart	Average upload speed on FTTN	1. What is the average upload speed on the FTTN network? Please do not blend figures with FTTB. 2. Please provide standard deviation of FTTN upload speed distribution (if known). 3. What is the median upload speed on the FTTN network?	Written 27/06/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments																
306.	NBN Co	Urquhart	QON 190 – Authoring of Materials	With reference to QON190 from additional estimates: Is NBNCo aware of any published articles in 2017 in which the company was the principle author of the content but was not acknowledged as the source? If yes, please list articles.	Written 27/06/2017																	
307.	NBN Co	Urquhart	Operating expenses	What amount of operating expenses have been incurred in FY16-17 to date?	Written 27/06/2017																	
308.	NBN Co	Urquhart	FTTC – drop length	1. Please confirm what the expected average copper drop length on the FTTC network will be? 2. Will anything other than 4-port DPU be deployed as part of the FTTC rollout?	Written 27/06/2017																	
309.	NBN Co	Urquhart	Take-up rates	Please provide NBN take-up rates for the following rollout areas: (a) 2BLT-01 (b) 2GRK-01 (c) 4BBE-01 (d) 4BBE-02 (e) 4BBE-03 (f) 4BBE-04 (g) 4BBE-04	Written 27/06/2017																	
310.	NBN Co	Urquhart	Supply of NBN rollout data	Please provide the dates between 1 January 2016 and 2 July 2016 where NBN supplied rollout data to the Department of Communications and the Arts. (a) In what format is this data provided? Please provide file-type. (b) Please outline all the categories of information that the data contains. (c) Is the same data also provided to service providers?	Written 27/06/2017																	
311.	NBN Co	Urquhart	CAPEX	With reference to capital expenditure in FY17 please complete the table below Capital Expenditure <table border="1"> <thead> <tr> <th>Technology</th> <th>FY17 (to date)</th> </tr> </thead> <tbody> <tr> <td>FTTP brownfields</td> <td></td> </tr> <tr> <td>FTTN/B</td> <td></td> </tr> <tr> <td>HFC</td> <td></td> </tr> <tr> <td>Satellite</td> <td></td> </tr> <tr> <td>FTTP greenfields</td> <td></td> </tr> <tr> <td>FTTC</td> <td></td> </tr> <tr> <td>Fixed Wireless</td> <td></td> </tr> </tbody> </table>	Technology	FY17 (to date)	FTTP brownfields		FTTN/B		HFC		Satellite		FTTP greenfields		FTTC		Fixed Wireless		Written 27/06/2017	
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312.	NBN Co	Urquhart	AE QoN176 – RFS figures underpinning 2016 Corporate Plan	<p>With reference to QON176 from additional estimates:</p> <p style="text-align: right;">Question No: 176</p> <p>NBN Co Limited Hansard Ref: Written, 14/03/2017</p> <p>Topic: RFS cumulative figures underpinning 2016 Corporate Plan Senator Urquhart, Anne asked: Please confirm the underlying cumulative RFS assumptions for FY19 and FY20 underpinning financial forecasts in the 2016 Corporate Plan.</p> <table border="1" data-bbox="1025 646 1469 782"> <thead> <tr> <th></th> <th>FY19</th> <th>FY20</th> </tr> </thead> <tbody> <tr> <td>FTTH (brownfield)</td> <td></td> <td></td> </tr> <tr> <td>FTTH (greenfield)</td> <td></td> <td></td> </tr> <tr> <td>FTTN/B</td> <td></td> <td></td> </tr> <tr> <td>HFC</td> <td></td> <td></td> </tr> <tr> <td>Fixed wireless</td> <td></td> <td></td> </tr> <tr> <td>Satellite</td> <td></td> <td></td> </tr> </tbody> </table> <p>Answer: The nbn 2016 Corporate Plan was a three-year plan containing forecasts up to FY18; it did not contain RFS figures for FY19 and FY20. These figures were included on page 47 of the 2017 Corporate Plan.</p> <p>Please clarify whether the answer indicates the FY19 and FY20 figures on page 47 of the 2017 Corporate Plan are the same as the underlying cumulative RFS assumptions for FY19 and FY20 in the 2016 Corporate Plan?</p> <p>(a) If they are not the same, please provide the figures requested on QON176.</p> <p>(b) Whilst the FY19 and FY20 forecasts may not have been published in the 2016 Corporate Plan they would have existed and been used as part of NBN Co’s financial modelling. Transparency is sought regarding these assumptions.</p>		FY19	FY20	FTTH (brownfield)			FTTH (greenfield)			FTTN/B			HFC			Fixed wireless			Satellite			Written 27/06/2017	
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313.	NBN Co	Urquhart	AE QoN177 – activation figures underpinning 2016 Corporate	With reference to QON177 from additional estimates:	Written 27/06/2017																						

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			Plan	<p style="text-align: right;">Question No: 177</p> <p>NBN Co Limited Hansard Ref: Written, 14/03/2017</p> <p>Topic: Activation cumulative figures underpinning 2016 Corporate Plan Senator Urquhart, Anne asked: Please confirm the underlying cumulative activation assumptions for FY19 and FY20 underpinning financial forecasts in the 2016 Corporate Plan.</p> <table border="1" data-bbox="1021 496 1487 703"> <thead> <tr> <th></th> <th>FY19</th> <th>FY20</th> </tr> </thead> <tbody> <tr> <td>FTTH (brownfield)</td> <td></td> <td></td> </tr> <tr> <td>FTTH (greenfield)</td> <td></td> <td></td> </tr> <tr> <td>FTTN/B</td> <td></td> <td></td> </tr> <tr> <td>HFC</td> <td></td> <td></td> </tr> <tr> <td>Fixed wireless</td> <td></td> <td></td> </tr> <tr> <td>Satellite</td> <td></td> <td></td> </tr> </tbody> </table> <div style="border: 1px solid red; padding: 5px; margin: 10px 0;"> <p>Answer: The nbn 2016 Corporate Plan was a three-year plan containing forecasts up to FY18; it did not contain activation figures for FY19 and FY20. These figures were included on page 50 of the 2017 Corporate Plan.</p> </div> <p>Please clarify whether the answer indicates the FY19 and FY20 figures on page 50 of the 2017 Corporate Plan are the same as the underlying activations assumptions for FY19 and FY20 in the 2016 Corporate Plan?</p> <p>(a) If they are not the same, please provide the figures requested on QON177.</p> <p>(b) Whilst the FY19 and FY20 forecasts may not have been published in the 2016 Corporate Plan they would have existed and been used as part of NBNCo's financial modeling. Transparency is sought regarding these assumptions.</p>		FY19	FY20	FTTH (brownfield)			FTTH (greenfield)			FTTN/B			HFC			Fixed wireless			Satellite				
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314.	NBN Co	Urquhart	AE QoN236 – Wholesale speed tier mix in 2016 Corporate Plan	With reference to the response to QON236 from Additional Estimates:	Written 27/06/2017																						

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p style="text-align: right;">Question No: 236</p> <p>NBN Co Limited Hansard Ref: Written, 14/03/2017</p> <p>Topic: Wholesale speed tier mix – 2016 Corporate Plan Senator Urquhart, Anne asked: Please provide the relevant numerical data in table format, for each FY, underlying the following graphs in the 2016 Corporate Plan: (a) Exhibit 13: Wholesale speed tier mix</p> <div style="border: 1px solid red; padding: 5px;"> <p>Answer: The data in Exhibit 13 of the 2016 corporate plan was updated in the 2017 Corporate Plan (Exhibit 11) and this is the best reflection of nbn's current estimates. The numerical data underlying the 2017 graph was provided in QoN 145 (part 4) from the October 2016 Supplementary Estimates.</p> </div> <p>The response refers to data in the 2017 Corporate Plan, however this is not what QON236 requested. Please provide the information from Exhibit 13 in the 2016 Corporate Plan as was requested.</p>		
315.	NBN Co	Urquhart	AE QoN237 – State based rollouts – 2016 Corporate Plan	<p>With reference to the response to QON237 from Additional Estimates:</p> <p style="text-align: right;">Question No: 237</p> <p>NBN Co Limited Hansard Ref: Written, 14/03/2017</p> <p>Topic: State based rollouts – 2016 Corporate Plan Senator Urquhart asked: Please provide the relevant numerical data in table format, for each FY, underlying the following graphs in the 2016 Corporate Plan: (a) Exhibit 10: Progression of fixed line rollout by state Please supply regardless of whether percentages are 'approximates'</p> <div style="border: 1px solid red; padding: 5px;"> <p>Answer: nbn updated this information in the 2017 Corporate Plan. This detail is provided in the response to QoN 235. It is also worth noting that nbn provides the exact rollout numbers publicly for each state and territory every week.</p> </div> <p>The response refers to data in the 2017 Corporate Plan, however this is not what QON237 requested.</p>	<p style="text-align: center;">Written 27/06/2017</p>	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments																		
				Please provide the information from Exhibit 10 in the 2016 Corporate Plan as was requested.																				
316.	NBN Co	Urquhart	Accounting separation	<p>In QON223 from Additional Estimates NBNC Co states that: <i>“For accounting separation purposes, operating, capital costs and revenues are then divided between technologies using a process of attribution and allocation.”</i></p> <p>Please provide the operating costs for each technology, as per the described accounting separation framework, following the internal process of attribution and allocation for the following periods: (a) FY15-16 (b) FY16-17</p>	Written 27/06/2017																			
317.	NBN Co	Urquhart	FTTN for each state - RFS	<p>Please confirm how many FTTN are currently RFS in each of the following areas</p> <table border="1"> <thead> <tr> <th>State</th> <th>FTTN RFS</th> </tr> </thead> <tbody> <tr><td>NSW</td><td></td></tr> <tr><td>VIC</td><td></td></tr> <tr><td>SA</td><td></td></tr> <tr><td>TAS</td><td></td></tr> <tr><td>QLD</td><td></td></tr> <tr><td>WA</td><td></td></tr> <tr><td>ACT</td><td></td></tr> <tr><td>NT</td><td></td></tr> </tbody> </table>	State	FTTN RFS	NSW		VIC		SA		TAS		QLD		WA		ACT		NT		Written 27/06/2017	
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318.	NBN Co	Urquhart	FTTP for each state - RFS	<p>Please confirm how many FTTP premises (brownfield and greenfield) are currently RFS in each of the following areas:</p> <table border="1"> <thead> <tr> <th>State</th> <th>FTTP RFS</th> </tr> </thead> <tbody> <tr><td>NSW</td><td></td></tr> <tr><td>VIC</td><td></td></tr> <tr><td>SA</td><td></td></tr> <tr><td>TAS</td><td></td></tr> <tr><td>QLD</td><td></td></tr> <tr><td>WA</td><td></td></tr> <tr><td>ACT</td><td></td></tr> <tr><td>NT</td><td></td></tr> </tbody> </table>	State	FTTP RFS	NSW		VIC		SA		TAS		QLD		WA		ACT		NT		Written 27/06/2017	
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320.	NBN Co	Urquhart	FTTN projection for end of rollout	<p>At the end of the rollout in 2020 how many FTTN premises does NBN expect will be RFS across the following areas?</p> <table border="1"> <thead> <tr> <th>State</th> <th>FTTN RFS at end of rollout</th> </tr> </thead> <tbody> <tr><td>NSW</td><td></td></tr> <tr><td>VIC</td><td></td></tr> <tr><td>SA</td><td></td></tr> <tr><td>TAS</td><td></td></tr> <tr><td>QLD</td><td></td></tr> <tr><td>WA</td><td></td></tr> <tr><td>ACT</td><td></td></tr> <tr><td>NT</td><td></td></tr> </tbody> </table>	State	FTTN RFS at end of rollout	NSW		VIC		SA		TAS		QLD		WA		ACT		NT		Written 27/06/2017	
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TAS																								
QLD																								
WA																								
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NT																								
321.	NBN Co	Urquhart	HFC projection for end of rollout	<p>At the end of the rollout in 2020 how many HFC premises does NBN expect will be RFS across the following areas?</p> <table border="1"> <thead> <tr> <th>State</th> <th>FTTN RFS at end of rollout</th> </tr> </thead> <tbody> <tr><td>NSW</td><td></td></tr> <tr><td>VIC</td><td></td></tr> <tr><td>SA</td><td></td></tr> <tr><td>TAS</td><td></td></tr> <tr><td>QLD</td><td></td></tr> <tr><td>WA</td><td></td></tr> <tr><td>ACT</td><td></td></tr> <tr><td>NT</td><td></td></tr> </tbody> </table>	State	FTTN RFS at end of rollout	NSW		VIC		SA		TAS		QLD		WA		ACT		NT		Written 27/06/2017	
State	FTTN RFS at end of rollout																							
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Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments																														
322.	NBN Co	Urquhart	Reduction in FTTP premises between 2017 and 2016 Corporate Plan	<p>The 2016 Corporate Plan forecast around 1.6 million FTTP brownfield premises would be RFS by 2020. The 2017 Corporate Plan forecast around 1.2 million premises would be RFS by 2020, which is a reduction of FTTP 400,000 premises compared to the previous 2016 Corporate Plan.</p> <p>The RFS projections in the 2016 Corporate Plan show the majority of these 400,000 FTTP premises were due to be connected in FY17 and FY18 and were likely to have fallen within the scope of the NBNC0 three year construction plan.</p> <table border="1"> <thead> <tr> <th></th> <th>FY 12</th> <th>FY 13</th> <th>FY 14</th> <th>FY 15</th> <th>FY 16</th> <th>FY 17</th> <th>FY 18</th> <th>FY 19</th> <th>FY 20</th> </tr> </thead> <tbody> <tr> <td>2015 CP</td> <td>0.03</td> <td>0.11</td> <td>0.38</td> <td>0.71</td> <td>1.08</td> <td>1.27</td> <td>1.52</td> <td></td> <td></td> </tr> <tr> <td>2016 CP</td> <td>0.03</td> <td>0.11</td> <td>0.38</td> <td>0.71</td> <td>1.10</td> <td>1.10</td> <td>1.20</td> <td>1.20</td> <td>1.20</td> </tr> </tbody> </table> <p>(a) Please list the towns and areas due to receive FTTP under the 2016 Corporate Plan and 3 year construction plan, which are no longer due to receive FTTP.</p> <p>(b) Were the 0.4 million FTTP premises not longer in the rollout plan intended to target areas with long copper loops?</p> <p>(c) What technology are these 0.4 million premises due to receive now? FTTN, HFC or FTTC?</p>		FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	2015 CP	0.03	0.11	0.38	0.71	1.08	1.27	1.52			2016 CP	0.03	0.11	0.38	0.71	1.10	1.10	1.20	1.20	1.20	Written 27/06/2017	
	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20																											
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323.	NBN Co	Urquhart	NextGen campaign	<p>1. How much has been spent on the NextGen campaign to date?</p> <p>2. How many NextGen billboards were put up across Australia? Please list locations</p>	Written 27/06/2017																															
324.	NBN Co	Urquhart	Mobile devices	How much has NBN spent on mobile devices (such as iPhones and tablets) since FY2014 to date?	Written 27/06/2017																															
325.	NBN Co	Urquhart	Definition of complaint	<p>1. What criteria or business rules does NBNC0 use to register a call as a 'complaint' to its public facing contact number?</p> <p>2. What is the business process for handling a complaint as opposed to a call not classified as a complaint?</p>	Written 27/06/2017																															
326.	NBN Co	Urquhart	Activation capacity	With reference to Exhibit 13: Scenario analysis of key sensitivities in the 2017 NBN Corporate Plan:	Written 27/06/2017																															

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				(a) Please clarify what is meant by HFC activation capacity? (b) Please provide underlying assumptions as to how a 20 per cent decrease in HFC activation capacity would increase peak funding by \$1 billion. (c) Please provide underlying assumptions as to how a 12 month advancement of business revenue would reduce peak funding by \$1 billion?		
327.	NBN Co	Urquhart	FTTN cut-over areas	Please list FTTN rollout areas where the existing copper network is due to be switched off between 1 July 2017 and 1 October 2017.	Written 27/06/2017	
328.	NBN Co	Urquhart	FTTC distribution	Please provide a breakdown of forecasted FTTC premises across each state and territory	Written 27/06/2017	
329.	NBN Co	Urquhart	FTTC	1. Please confirm when NBN expects when the FTTC network will be commercially ready to take orders and activate services? 2. Has there been any change to this date? If yes, what are the reasons?	Written 27/06/2017	
330.	NBN Co	Urquhart	Call centre	Please advise whether NBNCoprocures any call-centre or back-of-house processing services from locations outside of Australia? If yes: (a) In what locations? (b) Who are the providers NBN contracts with? (c) How many staff are located in the overseas call centre? (d) d. What have been the costs associated with these call centres in FY16-17 to date?	Written 27/06/2017	
331.	NBN Co	Urquhart	QON 203 – Additional Estimates	In response to each office location in the response to QON203 from additional estimates: (a) Please provide the number of call centre staff for each location where its function has been identified as “Call centre”. (b) How many call-centre staff does NBN have in total across its Australia footprint? Please break down for: i. FY14 ii. FY15 iii. FY16 iv. iv. Currently	Written 27/06/2017	
332.	NBN Co	Urquhart	QON 206 – Additional Estimates	In light of NBN Co’s response to QON 206 from Additional Estimates:	Written 27/06/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				<p style="text-align: right;">Question No: 206</p> <p>NBN Co Limited Hansard Ref: Written, 14/03/2017</p> <p>Topic: FTTN CPP Senator Urquhart, Anne asked: Please confirm whether the FTTN CPP figures in the 2016HY results are a blended average of FTTN and FTTB</p> <p>Answer: Yes – Correct.</p> <p>Will NBN Co undertake to ensure that any CPP figure communicated in future reports (i.e. Corporate Plan / HY reports) will refer to the blended CPP average as ‘FTTN/B’ instead of FTTN?</p>		
333.	NBN Co	Urquhart	International Travel – QON217	In response to UK travel outline in the response to QON 217 from Additional Estimates:	Written 27/06/2017	


Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments																
				<p style="text-align: right;">Question No: 217</p> <p>NBN Co Limited Hansard Ref: Written, 14/03/2017</p> <p>Topic: International Travel – Executive Manager of Corporate Affairs Senator Urquhart, Anne asked: Please set out costs incurred by the NBN Executive General Manager of Corporate Affairs, for the period 1 July 2015 to present, for international travel. Please include:</p> <ul style="list-style-type: none"> (a) The country destination of each trip (b) Stopovers and leg's on the trip (c) The reason for the trip (d) All flight and accommodation costs incurred by the Executive General Manager of Corporate Affairs <p>Answer: As at 28 February 2017:</p> <table border="1" data-bbox="922 719 1592 914"> <thead> <tr> <th>Destination Country</th> <th>Stopovers</th> <th>Reason</th> <th>Flight & Accommodation costs</th> </tr> </thead> <tbody> <tr> <td>French Guiana</td> <td>France</td> <td>Part of a small group representing nbn and also to manage media at Sky Muster launch</td> <td>\$11,870</td> </tr> <tr> <td>UK</td> <td>USA</td> <td>Partner/industry meetings with a particular focus on negotiating introduction of internal communications platform</td> <td>\$15,010.28</td> </tr> <tr> <td>Singapore</td> <td>N/A</td> <td>Manage media for CEO speaking engagement at CommunicAsia</td> <td>\$5,375</td> </tr> </tbody> </table> <p>Please advise:</p> <ul style="list-style-type: none"> (a) How many days were spent in the USA? And in which cities? (b) How many days were spent in the US? And in which cities? (c) What partner/industry meetings took place in the USA? (d) What partner/industry meetings took place in the USA? (e) What internal communications platform was being introduced? <ul style="list-style-type: none"> i. When was it introduced? ii. What have been the total costs for the platform to date? (f) Could video conference have been used instead or international travel? (g) Were contracts for the communications platform physically signed in the US or UK? 	Destination Country	Stopovers	Reason	Flight & Accommodation costs	French Guiana	France	Part of a small group representing nbn and also to manage media at Sky Muster launch	\$11,870	UK	USA	Partner/industry meetings with a particular focus on negotiating introduction of internal communications platform	\$15,010.28	Singapore	N/A	Manage media for CEO speaking engagement at CommunicAsia	\$5,375		
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334.	NBN Co	Urquhart	FTTN Nodes deployed	How many FTTN nodes have NBN deployed to date?	Written 27/06/2017																	
335.	NBN Co	Urquhart	Area Switch	Have NBNC0 received any area switch applications from local councils? If	Written																	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
			Applications	yes, please list the councils.	27/06/2017	
336.	NBN Co	Urquhart	Individual Premises Switch – Technology Choice - Applications	With reference to NBN Co’s Individual Premises Switch Technology Choice Program: (a) How many Individual Premises Switch applications has NBN Co received to date? Please break down by state. (b) How many quotes have NBN provided as a result of these applications to date? Please break down by state (c) How many quotes have proceeded to construction?	Written 27/06/2017	
337.	NBN Co	Urquhart	Technology Choice – Applications	Of the Individual Premises Switch applications NBN have received under the Technology Choice Program to date how many were for: (a) FTTN to FTTH? (b) Fixed Wireless to FTTX? (c) HFC to FTTH?	Written 27/06/2017	
338.	NBN Co	Urquhart	Technology Choice – Quote costs	Of the Individual Premises Switch quotes NBN have provided to applicants under the Technology Choice Program what was the highest quote for: (a) FTTN to FTTH quotes to date? (b) HFC to FTTH quotes to date? (c) Fixed Wireless to FTTH quotes to date? (d) Where applicable please include the suburb/town for the quote for a) b) and c). <i>This should include figures for any quote which an individual or business has paid NBN Co to receive. For example this would include both ‘cost estimates’ quotes and ‘build quotes’.</i>	Written 27/06/2017	
339.	NBN Co	Urquhart	International Travel – QON216	In reference to the response to QON216 from additional estimates regarding the trip to the Consumer Electronics show: (a) Please confirm how many days were spent in the USA to attend the CES. (b) Please list all cities visited as part of this trip, and the purpose of being in that city. (c) Please disaggregate flight and accommodation costs. (d) What were the total costs associated with the trip? (e) What hotels were stayed at?	Written 27/06/2017	
340.	NBN Co	Urquhart	Consultant fees	1. How many consultant engagements has NBN entered into in FY16-17 to date on matters relating to customer experience and customer service?	Written 27/06/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				2. What was the total spend on these engagements?		
341.	NBN Co	Urquhart	Accounting separation – treatment of FTTC	Will NBN Co be blending FTTC into FTTN/B for the purposes of accounting separation? Or will it be accounted for separately?	Written 27/06/2017	
342.	NBN Co	Urquhart	FTTN Node costs	<ol style="list-style-type: none"> 1. How much has been spent on the construction of NBN nodes to date? 2. How much has been spent on the connection of power to NBN nodes to date? 3. How much has been spent on the active electronics housed in FTTN nodes to date? 4. How much has been spent connecting fibre backhaul to FTTN nodes to date? 	Written 27/06/2017	
343.	NBN Co	Urquhart	Employment Bands	<p>Please provide the salary ranges for each of the following employment bands: B, C, D & E</p> <p>(a) How many staff are employed within each band?</p>	Written 27/06/2017	
344.	NBN Co	Urquhart	Revenue	<p>How much revenue has been earned in FY17 to date?</p> <p><i>Please break down by technology footprint and other categories of revenue.</i></p>	Written 27/06/2017	
345.	NBN Co	Urquhart	Customer Experience Metric	<p>With reference to the customer experience metric on p16 of the 2017 Corporate Plan:</p> <p>(a) Please confirm this is a not a measure of end-user experience, but rather RSP feedback?</p> <p>(b) What is the sample size?</p> <p>(c) Has the methodology or question asked as part of the survey changed since the 2017 Corporate plan? If yes, please provide details.</p>	Written 27/06/2017	
346.	NBN Co	Urquhart	Overall satisfaction	<p>What is the difference between the ‘Overall Satisfaction’ measure on p.17 of the 2017 Corporate Plan to Customer Experience Metric on page. 16 of the Corporate Plan?</p> <p>(a) Who measures this on behalf of NBN Co?</p> <p>(b) What is the sample size?</p> <p>(c) How regularly is the measure taken?</p>	Written 27/06/2017	
347.	NBN Co	Urquhart	Network reliability	<p>Please provide network reliability figures for each technology footprint deployed by NBN Co</p> <p>(a) Please explain how network reliability is calculated.</p>	Written 27/06/2017	
348.	NBN Co	Urquhart	Customer	Please list all dates in 2017 where NBNC Co has supplied the Department of	Written	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
			Experience Metric	Communications with reports/surveys on customer satisfaction/experience of end-users over the NBN.	27/06/2017	
349.	NBN Co	Urquhart	2013 Strategic Review – Lack of Transparency	<p>In reference to the response to QON360 from Additional Estimates: NBN Co Limited Hansard Ref: Written, 31/03/2017</p> <p>Topic: 2013 Strategic Review – ongoing lack of transparency Senator Urquhart, Anne asked: Program 1.1 Hansard Ref: Written, 31/10/2016 Topic: NBN Strategic Review Senator Urquhart, Anne asked:</p> <p>1. Page 14 of the 2013 NBN Strategic Review contains the following segment: <i>“Construction costs for an FTTN network in Australia would be in the order of [redacted] per premises, including the proactive copper remediation of up to [redacted] percent of lines in the FTTN footprint.”</i> Given the passage of time can the redacted segments be provided? If the Department considers it cannot, please provide reasons. The Government responded: <i>“No, the redacted segments cannot be provided because they are nbn’s commercial-in-confidence information”</i></p> <p>Can NBN Co advise why it considers that information to be commercial in confidence?</p> <div style="border: 1px solid red; padding: 5px;"> <p>Answer: To provide the redacted segments would reveal a component of nbn’s cost position to potential and existing service and delivery partners, and hence limit nbn’s ability to negotiate or renegotiate any associated contracts. For this reason the information is commercial-in-confidence.</p> </div> <p>Please explain how revealing the redacted segments would reveal a component of NBN’s cost position when NBN had not negotiated any FTTN contracts at the time the Strategic Review was published?</p> <p>(a) If the redacted figures in the 2013 Strategic Review are reflective of NBN Co’s current cost position why has the peak funding for the NBN rollout blown out by over \$8 billion dollars?</p> <p>(b) Please provide the redacted segment for the per-premise construction costs for an FTTN network?</p>	Written 27/06/2017	
350.	NBN Co	Urquhart	Advocacy metric in 2017 Corporate Plan	QON362 from additional estimates sought advocacy scores for each technology in the 2017 Corporate Plan. NBNC Co instead provided advocacy scores for February 2017 in the table below:	Written 27/06/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments										
				<table border="1"> <thead> <tr> <th>Product</th> <th>February 2017 Advocacy</th> </tr> </thead> <tbody> <tr> <td>Fibre to the Premise</td> <td>61%</td> </tr> <tr> <td>Fibre to the Node</td> <td>41%</td> </tr> <tr> <td>HFC</td> <td>46%</td> </tr> <tr> <td>Sky Muster (Satellite)</td> <td>49%</td> </tr> </tbody> </table> <p>Can NBNCo please provide advocacy scores for FFP, FTTN, HFC and Satellite which underpinned the 2017 Corporate Plan as requested in QON362?</p> <p><i>These should reflect the scores which fed into the statement that NBN's Advocacy was at 65 per cent (page 17). It is noted the 2017 Corporate Plan contained the advocacy score for Fixed Wireless on page 13.</i></p>	Product	February 2017 Advocacy	Fibre to the Premise	61%	Fibre to the Node	41%	HFC	46%	Sky Muster (Satellite)	49%		
Product	February 2017 Advocacy															
Fibre to the Premise	61%															
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Sky Muster (Satellite)	49%															
351.	NBN Co	Urquhart	Build completion	By which month in the financial year of 2019-20 does NBN expect to complete the rollout by?	Written 27/06/2017											
352.	NBN Co	Urquhart	Operational Metrics	<p>Please provide the following for FY16-17:</p> <ul style="list-style-type: none"> (a) Reported incidents logged by RSPs (b) Faults logged by RSPs (c) Completed connections where the service did not work (d) Appointments missed due to <ul style="list-style-type: none"> i. Rescheduled or Cancelled ii. End User not in Attendance iii. No Resource Available 	Written 27/06/2017											
353.	NBN Co	Urquhart	Fixed line footprint	<p>How many square km does the NBN fixed line footprint cover in Australia?</p> <ul style="list-style-type: none"> (a) What percentage is this of Australia's land mass? 	Written 27/06/2017											
354.	NBN Co	Urquhart	Product Roadmap	Please provide a copy (or links to) of each product Roadmap released by NBNCo since July 2015.	Written 27/06/2017											
355.	NBN Co	Urquhart	2013 Strategic Review – Exhibit 2-3:	Please provide the underlying numerical figures for Total Capex, EBITDA and Levered free cashflow for each financial year in Exhibit 2:3 on page 29 of the 2013 NBN Strategic Review:	Written 27/06/2017											

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments																																																																												
				<p data-bbox="913 292 1592 312">Exhibit 2-3: Summary of EBITDA, Capital Expenditure and levered free cashflow</p>  <table border="1" data-bbox="913 320 1697 683"> <caption>Estimated data for Exhibit 2-3 (in \$bn)</caption> <thead> <tr> <th>Fiscal Year</th> <th>Total Capex</th> <th>EBITDA</th> <th>Levered free cashflow</th> </tr> </thead> <tbody> <tr><td>FY11</td><td>-1.0</td><td>0.5</td><td>-0.5</td></tr> <tr><td>FY12</td><td>-1.5</td><td>0.5</td><td>-1.0</td></tr> <tr><td>FY13</td><td>-2.0</td><td>0.5</td><td>-1.5</td></tr> <tr><td>FY14</td><td>-2.5</td><td>0.5</td><td>-2.0</td></tr> <tr><td>FY15</td><td>-3.0</td><td>0.5</td><td>-2.5</td></tr> <tr><td>FY16</td><td>-3.5</td><td>0.5</td><td>-3.0</td></tr> <tr><td>FY17</td><td>-4.0</td><td>0.5</td><td>-3.5</td></tr> <tr><td>FY18</td><td>-4.5</td><td>0.5</td><td>-4.0</td></tr> <tr><td>FY19</td><td>-4.5</td><td>0.5</td><td>-4.0</td></tr> <tr><td>FY20</td><td>-4.5</td><td>0.5</td><td>-4.0</td></tr> <tr><td>FY21</td><td>-4.5</td><td>0.5</td><td>-4.0</td></tr> <tr><td>FY22</td><td>-4.5</td><td>0.5</td><td>-4.0</td></tr> <tr><td>FY23</td><td>-4.5</td><td>0.5</td><td>-4.0</td></tr> <tr><td>FY24</td><td>-4.5</td><td>0.5</td><td>-4.0</td></tr> <tr><td>FY25</td><td>-4.5</td><td>0.5</td><td>-4.0</td></tr> <tr><td>FY26</td><td>-4.5</td><td>0.5</td><td>-4.0</td></tr> <tr><td>FY27</td><td>-4.5</td><td>0.5</td><td>-4.0</td></tr> <tr><td>FY28</td><td>-4.5</td><td>0.5</td><td>-4.0</td></tr> </tbody> </table>	Fiscal Year	Total Capex	EBITDA	Levered free cashflow	FY11	-1.0	0.5	-0.5	FY12	-1.5	0.5	-1.0	FY13	-2.0	0.5	-1.5	FY14	-2.5	0.5	-2.0	FY15	-3.0	0.5	-2.5	FY16	-3.5	0.5	-3.0	FY17	-4.0	0.5	-3.5	FY18	-4.5	0.5	-4.0	FY19	-4.5	0.5	-4.0	FY20	-4.5	0.5	-4.0	FY21	-4.5	0.5	-4.0	FY22	-4.5	0.5	-4.0	FY23	-4.5	0.5	-4.0	FY24	-4.5	0.5	-4.0	FY25	-4.5	0.5	-4.0	FY26	-4.5	0.5	-4.0	FY27	-4.5	0.5	-4.0	FY28	-4.5	0.5	-4.0		
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356.	NBN Co	Urquhart	<p data-bbox="633 1007 848 1102">Research on entrepreneurs in Launceston</p>	<p data-bbox="884 735 1756 954">On 22 June 2017 NBNC0 published a media release titled ‘New wave of Launceston Lifestylepreneurs’. The release went on to state: “Launceston has been named one of the nation’s top entrepreneurial hotspots according to leading KPMG Demographer Bernard Salt.” “Commissioned by nbn, the Launceston Lifestylepreneur Report reveals that micro businesses (1-4 employees) in the area have been growing at an annual rate of three per cent for the last two years.”</p> <ol data-bbox="913 962 1756 1375" style="list-style-type: none"> Please advise what fixed-line NBN technology is Launceston predominantly served by? How many premises in Launceston have Fibre to the Premises? How many premises in Launceston have Fibre to the Node? What was the cost of the Lifestylepreneur Report commissioned by NBN Co? What was the cost of the breakfast in Launceston promoting Fibre to the Premises NBN and the Lifestylepreneur Movement on 22 June 2017? Please include payments to Mr Bernard Salt, cost of catering, room hire, flights, accommodation, ground transport and any other costs. What is the virtue of promoting fibre to the premises NBN in Launceston, where for example the Charles Clinic Heart Centre has its 	<p data-bbox="1800 1026 1944 1086">Written 27/06/2017</p>																																																																													

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments
				main operations, at the same time that people an hour and a half drive to the west in Burnie face the loss of a critical service due to the failure of Fibre to the Node NBN to guarantee an upload speed of 10Mbps?		
357.	NBN Co	Urquhart	NBN technology trials	<ol style="list-style-type: none"> 1. How much has NBN spent on trialing Docsis 3.1? 2. How much has NBN spent on trialling NG-PON2? 3. How much has NBN spent on trialling G.Fast and XG.Fast? 4. What has been the overall cost of running NBNCos trial labs since 2014? 	Written 27/06/2017	
358.	NBN Co	Urquhart	Gen NBN trademark	<p>On what date did NBN apply to trademark the term 'gen nbn'</p> <ol style="list-style-type: none"> (a) How much did this cost? (b) Was this suggestion generated internally? Or as a result of market research? If market research, what were the costs of that research? 	Written 27/06/2017	
359.	NBN Co	Urquhart	Costs of other commissioned reports/research	<p>Please provide costs for the following work commissioned by NBNCos:</p> <ol style="list-style-type: none"> (a) The nbn Silver Economy research/report. (b) The nbn S-ME Time research/report. (c) The nbn Side Hustle research/report. (d) The nbn Ready Homes research/report. (e) The nbn Net-Fit research/report. (f) The nbn Digital Health at Home research/report. 	Written 27/06/2017	
360.	NBN Co	Urquhart	Grants and sponsorship	Please list all grants and sponsorship provided by NBN in 2016. This should include the receipt of the grant or sponsorship, and the amount provided.	Written 27/06/2017	
361.	NBN Co	Urquhart	Operating Cost projections	With reference to the response to QON173 from Additional Estimates:	Written 27/06/2017	

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				<p style="text-align: right;">Question No: 173</p> <p>NBN Co Limited Hansard Ref: Written, 14/03/2017</p> <p>Topic: Operating cost growth Senator Urquhart, Anne asked: What long-term assumptions have been used for operating cost growth in the 2017 Corporate Plan for the years beyond 2020?</p> <p>Answer: The operating cost growth in the 2017 Corporate Plan for years beyond FY2020 (that supports the long-term financial outlook) is based on a detailed assessment of operating activities and associated rates for FY2021 and FY2022 in line with the network footprint, and volumes of activated premises in those years. Operating cost growth beyond FY2022 has been assumed in line with inflation at 2.5% per annum.</p> <p>(a) When was this detailed assessment of operating activities undertaken? Please provide when it was commenced and when it was completed. (b) Please detail the operating costs estimates for FY2021 and FY2022 in line with the detailed assessment that was undertaken for those years. (c) Please detail how the costs differ to the existing operating cost assumptions in the long-term financial outlook which NBN relied on prior to this assessment.</p>		
Supplementary written questions						
362.	ABC	McKenzie	Supp question to QoN 119 - Technology solutions - NT	Will the ABC therefore provide the Committee with an unredacted copy of the full Transmission Strategy Paper referred to in its answer, notwithstanding the assertion that the paper refers to matters outside the scope of the shortwave issue, so the Committee is able to make its own assessment in terms of relevance and gain full appraisal of all relevant aspects of this matter	Written 14/07/2017	
363.	ABC	McKenzie	Supp question to QoN 116 - ABC staff earnings	<ol style="list-style-type: none"> 1. Of the 32 employees (excluding the Chair) earning more than \$250,000 per annum, please advise the Committee how many of these personnel are permanently based outside capital city areas, i.e. their regular place of permanent employment is located in rural or regional Australia. 2. Please advise the committee, in relation to the “16 journalists and program presenters” earning between \$200,000 and \$400,000 per annum, how 	Written 14/07/2017	

Question No	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing	Comments																																								
				<p>many of these personnel are similarly based permanently in rural or regional Australia.</p> <p>3. Finally, of the ‘approximately 140 employees...(who) deliver quality investigative journalism’ at the ABC, please specify a) how many of these employees work out of capital city workplaces (including mobile correspondents and others headquartered in a capital city) and how many are permanently based in rural and regional Australia, and b), given the average remuneration cited for the cohort of 140 journalists of \$131,360 per annum, please further advise the committee the average remuneration for both city-based and rural/regionally based investigative journalists as per the description of their permanent location outlined at point a) of this clause of the question.</p>																																										
364.	NBN Co	Urquhart	Additional Nodes/Micro-nodes	<p>1. How many additional nodes or micro-nodes have been deployed after an area has been declared ready for service?</p> <p>Please respond using the below table:</p> <table border="1" data-bbox="887 791 1733 1129"> <thead> <tr> <th>State</th> <th>Nodes</th> <th>Micro-nodes</th> <th>Total Deployed</th> </tr> </thead> <tbody> <tr><td>ACT</td><td></td><td></td><td></td></tr> <tr><td>NSW</td><td></td><td></td><td></td></tr> <tr><td>NT</td><td></td><td></td><td></td></tr> <tr><td>QLD</td><td></td><td></td><td></td></tr> <tr><td>SA</td><td></td><td></td><td></td></tr> <tr><td>TAS</td><td></td><td></td><td></td></tr> <tr><td>VIC</td><td></td><td></td><td></td></tr> <tr><td>WA</td><td></td><td></td><td></td></tr> <tr><td>Total</td><td></td><td></td><td></td></tr> </tbody> </table> <p>2. How has NBN Co found out that a new node or micro-node is necessary after an area has been declared ready for service?</p> <p>Please respond using the below table:</p>	State	Nodes	Micro-nodes	Total Deployed	ACT				NSW				NT				QLD				SA				TAS				VIC				WA				Total				Written 14/07/2017	
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365.	NBN Co	Urquhart	New Node at Burnie Hospital	<p>1. In relation to the Hospital precinct in Burnie, Tasmania:</p> <p>(a) How many premises are to be serviced by the new node?</p> <p>(b) What is the longest distance from the new node to a premise to be serviced by that node?</p> <p>(c) What is the average distance from the new node for premises to be serviced by that node?</p> <p>(d) What is the difference in cost between a revised FTTN service and a new FTTP service for the Burnie Hospital site?</p> <p>(e) What is the difference in cost between a revised FTTN service and a new FTTP service for the other premises to be serviced by the new node?</p> <p>(f) f. What is the difference in reliability of a FTTP connection and a FTTN connection at 400 – 500m from the Burnie Hospital site?</p>	Written 14/07/2017																	
366.	NBN Co	Urquhart	Fibre to the Node Designs, Construction and Ready for Service for Tasmania	<p>1. Why was the Cremorne, Tasmania FTTN design not completed until November 2016?</p> <p>2. As the Cremorne, Tasmania FTTN design was not completed until November 2016 (two months after the first FTTC announcement in September 2016), what prevented NBNC Co from including Cremorne in the FTTC rollout?</p> <p>3. What is the build start date and ready for service date for each of the following locations in Tasmania:</p> <p>Please respond using the below table:</p> <table border="1"> <thead> <tr> <th>Location</th> <th>Build start date</th> <th>Ready for Service</th> <th>Current number of premises not connected to NBN</th> </tr> </thead> <tbody> <tr> <td>Aberdeen</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Devonport</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Don</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Location	Build start date	Ready for Service	Current number of premises not connected to NBN	Aberdeen				Devonport				Don				Written 14/07/2017	
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				Miandetta,					
				Quoiba					
				Spreyton					
				Stony Rise					
				Tugrah					
				Acton					
				Brooklyn					
				Burnie					
				Cooe					
				Downlands					
				East Cam					
				Emu Heights					
				Havenview					
				Hillcrest					
				Montello					
				Ocean Vista					
				Park Grove					
				Parklands					
				Romaine					
				Shorewell Park					
				South Burnie					
				Upper Burnie					
				Wivenhoe					
				Ambleside					
				East Devonport					
				Latrobe					
				Heybridge					
				Penguin					
				Sulphur Creek					
				Forth					
				Leith					
				Turners Beach					
				Ulverstone					

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				West Ulverstone Wynyard		
367.	NBN Co	Urquhart	Electorate Briefs	<p>I refer to the NBN Electorate Briefs that were generated on 30 November 2016 and I received under FOI on 28 March 2017. I note that these NBN Electorate Briefs were generated after the first FTTdp/FTTC announcement of late September 2016 but before the second FTTC announcement of 16 June 2017.</p> <p>(a) Why are none of the towns and suburbs announced as a part of the FTTdp change in September 2016 listed as receiving FTTC or FTTdp in this batch of NBN Electorate Briefs?</p> <p>(b) b. On what date was the database updated to reflect FTTC or FTTdp for the suburbs and towns announced in September 2016?</p>	Written 14/07/2017	
368.	NBN Co	Urquhart	West Coast Tasmania NBN	<p>1. I understand that the NBNC Co is going to incorporate FTTC in the NBN rollout for Queenstown, Rosebery and Zeehan.</p> <p>(a) a. Please provide the exact number of premises to be serviced by FTTC and by FTTN in each of these locations.</p> <p>(b) b. Please outline why FTTC will not be rolled out to all premises within these locations.</p> <p>(c) c. What is the difference in cost between FTTN and FTTC for Queenstown, Zeehan and Rosebery?</p> <p>(d) d. What is the difference in reliability of FTTC and FTTN for Queenstown, Zeehan and Rosebery?</p> <p>(e) e. Why were Queenstown, Zeehan and Rosebery not included in the list of FTTC trial sites NBNC Co announced in June 2017?</p> <p>(f) f. Will all premises within those towns and suburbs in the FTTC trial site list receive FTTC? If not, what proportion will and how does that compare to Queenstown, Zeehan and Rosebery?</p> <p>2. What is the current expected start date of construction and ready for service date for Queenstown, Zeehan and Rosebery?</p> <p>3. Which contractors and sub-contractors are engaged on the rollout?</p> <p>4. Are any residents of the West Coast engaged as staff, contractors or sub-contractors on the rollout?</p> <p>5. How are NBN Co and these contractors and sub-contractors advertising job opportunities for people who live on the West Coast and ensuring</p>	Written 14/07/2017	

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				<p>locals from have an opportunity to apply for some of the work?</p> <p>6. What accommodation arrangements have been made for contractors and sub-contractors from outside of the West Coast?</p>		