

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Budget Estimates May 2017
Communications Portfolio
NBN Co Limited

Question No: 202

NBN Co Limited

Hansard Ref: Page 62, 25/05/2017

Topic: Rebates and compensation

Senator Urquhart, Anne asked:

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?

Mr Simon: I do not have that with me. We would have to take that on notice, 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.

Answer:

In context of the NBN Co Satellite Network, we have not received or processed any claims under the Service Levels Schedule of the WBA.