

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Budget Estimates Spill-over Hearing June 2017**

**Communications Portfolio**

**NBN Co Limited**

**Question No: 295**

**NBN Co Limited**

**Hansard Ref: Page 24, 15/06/2017**

**Topic: Technician appointments missed**

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

**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?

**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.

**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?

**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?

**Senator O'NEILL:** Yes.

**Mr Morrow:** I think we should be able to give you that number.

**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.

**Mr Morrow:** I think we can provide that.

**Senator O'NEILL:** I can give you personal data of about 12.

**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.

**Senator O'NEILL:** How long do you think it will take for you to find out?

**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.

**Senator O'NEILL:** Is there any way you could give me the indication in real time of where you are this year, today?

**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.

**Answer:**

Please refer to Question on Notice 274 for the number of appointments missed in 2017 to date. Mr Morrow provided the number of missed appointments for service orders in 2016 at the hearing on 15 June 2017.