

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: 345

NBN Co Limited

Hansard Ref: Written, 27/06/2017

Topic: Customer Experience Metric

Senator Urquhart, Anne asked:

With reference to the customer experience metric on p16 of the 2017 Corporate Plan:

- (a) Please confirm this is a not a measure of end-user experience, but rather RSP feedback?
- (b) What is the sample size?
- (c) Has the methodology or question asked as part of the survey changed since the 2017 Corporate plan? If yes, please provide details.

Answer:

- (a) The Customer Experience Metric is a metric based on RSP feedback.
- (b) The sample size is approximately 100 respondents from RSPs that covers 99 per cent of nbn's Services In Operation.
- (c) The methodology or question asked has not changed since the 2017 Corporate Plan.