

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: 346

NBN Co Limited

Hansard Ref: Written, 27/06/2017

Topic: Overall satisfaction

Senator Urquhart, Anne asked:

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?

- (a) Who measures this on behalf of NBN Co?
- (b) What is the sample size?
- (c) How regularly is the measure taken?

Answer:

The Overall Satisfaction Measure is a measure based on end user feedback. The Customer Experience Metric is a metric based on RSP feedback.

- (a) Overall Satisfaction is measured by a third party research and consulting agency, Evolve Consulting.
- (b) The sample size for Overall Satisfaction is approximately 4000-5000 respondents per month.
- (c) The measure is taken on an ongoing basis, weekly and monthly.