

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: 348

NBN Co Limited

Hansard Ref: Written, 27/06/2017

Topic: Customer Experience Metric

Senator Urquhart, Anne asked:

Please list all dates in 2017 where NBN Co has supplied the Department of Communications with reports/surveys on customer satisfaction/experience of end-users over the NBN.

Answer:

nbn provided monthly reports to the department containing, among other things, information on customer experience and satisfaction on the following dates:

January 31st

February 27th & 28th

March 24th & 30th

April 28th

May 22nd & 29th

June 26th & 29th