

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Supplementary Budget Estimates Hearings November 2014

Communications Portfolio

NBN Co Limited

Question No: 187

Program No. NBN Co

Hansard Ref: In Writing

Topic: Connections in Epping and Umina

Senator Urquhart asked:

1. How many customers does NBN Co have connected in the Umina FTTN trial footprint?
2. How many customers does NBN Co have connected in the Epping FTTN trial footprint?
3. For each customer connected in NBN Co's Umina and Epping FTTN trial footprints, please provide:
 - (a) the download and upload speed each of these customers is getting, expressed as a range (i.e. from lowest recorded to highest recorded)
 - (b) whether a central splitter has been installed, or a self-install option has been taken up
 - (c) whether any part of the copper network has been remediated between the node and the customer's premises
 - (d) whether any part of the copper network has been replaced between the node and the customer's premises
 - (e) whether any in-home wiring had to be done, including remediating existing wire or replacing it
 - (f) whether the lead-in is aerial or underground
 - (g) the customer premises equipment being used
 - (h) whether interference with any existing services has been experienced, and the nature and effects of that interference on other services.

Answer:

1. There are 53 customers connected in the Umina Fibre to the Node (FTTN) trial footprint.
2. There are no customers currently connected in the Epping FTTN trial footprint.
3. Refer to the following table for the Digital subscriber line access multiplexer (DSLAM) Rates recorded during the period shown in days.
 - (a) See table below for download and upload speeds (note that NBN Co provides services to its wholesale customers, telephone and internet service providers and does not provide services directly to end users. These trials tested the wholesale speeds possible over the copper network at our network boundary. Peak wholesale speeds achievable may vary between premises depending on various factors including the quality and length of the copper)

DSLAM Details	Min Downstream (kbps)	Max Downstream (kbps)	Min Upstream (kbps)	Max Upstream (kbps)	Days
SWDSL0200007/1/1/1/1	108,889	108,889	42,437	42,437	<1
SWDSL0200007/1/1/1/3	90,481	90,481	34,791	34,791	<1
SWDSL0200007/1/1/1/40	#N/A	#N/A	#N/A	#N/A	#N/A
SWDSL0200007/1/1/1/5	98,915	106,647	47,855	47,856	18
SWDSL0200007/1/1/1/6	108,889	108,889	39,342	43,466	54
SWDSL0200008/1/1/1/1	82,813	85,897	28,314	31,492	63

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SWDSL0200008/1/1/1/2	48,157	50,901	15,344	18,814	51
SWDSL0200008/1/1/1/3	106,647	106,647	47,855	47,855	49
SWDSL0200008/1/1/1/6	38,206	41,987	8,573	9,565	36
SWDSL0200009/1/1/1/10	66,959	108,889	37,307	43,361	17
SWDSL0200009/1/1/1/12	96,473	98,941	36,424	39,312	14
SWDSL0200009/1/1/1/2	106,647	106,647	47,855	47,855	44
SWDSL0200009/1/1/1/3	106,647	108,889	44,055	47,855	46
SWDSL0200009/1/1/1/4	65,155	71,900	24,114	28,182	47
SWDSL0200009/1/1/1/5	106,647	106,647	47,855	47,855	46
SWDSL0200009/1/1/1/6	55,049	57,218	17,950	20,817	42
SWDSL0200009/1/1/1/7	75,390	79,546	34,497	38,026	40
SWDSL0200009/1/1/1/8	106,647	108,889	43,316	44,650	40
SWDSL0200009/1/1/1/9	108,889	108,889	43,583	43,583	<1
SWDSL0200010/1/1/1/1	82,907	106,647	33,257	47,855	35
SWDSL0200010/1/1/1/10	19,081	53,967	1,111	16,824	19
SWDSL0200010/1/1/1/11	106,647	106,647	47,225	47,855	<1
SWDSL0200010/1/1/1/15	106,647	106,647	45,310	47,855	21
SWDSL0200010/1/1/1/16	60,118	63,426	25,121	28,993	22
SWDSL0200010/1/1/1/17	106,647	106,647	46,731	47,855	21
SWDSL0200010/1/1/1/18	86,503	90,099	28,635	30,459	19
SWDSL0200010/1/1/1/19	73,464	78,395	26,139	28,159	2
SWDSL0200010/1/1/1/2	108,889	108,889	40,861	43,583	35
SWDSL0200010/1/1/1/4	106,647	106,647	47,855	47,855	30
SWDSL0200010/1/1/1/5	56,806	59,062	15,744	19,251	30
SWDSL0200010/1/1/1/7	106,647	108,889	44,777	46,660	30
SWDSL0200010/1/1/1/8	106,647	106,647	47,855	47,855	29
SWDSL0200012/1/1/1/2	79,679	89,474	32,203	38,746	<1
SWDSL0200013/1/1/1/2	106,647	106,647	45,789	47,855	53
SWDSL0200013/1/1/1/3	61,810	90,208	590	31,032	25
SWDSL0200013/1/1/1/5	75,526	78,691	29,392	31,941	34
SWDSL0200014/1/1/1/1	106,647	106,647	47,855	47,855	71
SWDSL0200014/1/1/1/2	108,889	108,889	38,656	43,104	70
SWDSL0200014/1/1/1/3	#N/A	#N/A	#N/A	#N/A	#N/A
SWDSL0200014/1/1/1/4	104,126	108,857	42,192	45,050	66
SWDSL0200014/1/1/1/6	75,275	99,387	30,810	38,335	<1
SWDSL0200014/1/1/1/8	22,527	34,080	7,134	9,184	37
SWDSL0200015/1/1/1/1	103,346	106,419	40,115	43,285	125
SWDSL0200015/1/1/1/2	106,647	106,647	45,235	47,855	121
SWDSL0200015/1/1/1/4	68,566	68,566	27,990	27,990	<1
SWDSL0200015/1/1/1/6	51,204	54,485	16,408	21,790	68

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SWDSL0200015/1/1/1/9	#N/A	#N/A	#N/A	#N/A	#N/A
SWDSL0200016/1/1/1/1	106,647	106,647	47,855	47,855	29
SWDSL0200016/1/1/1/2	10,186	35,958	3,421	5,479	31
SWDSL0200029/1/1/1/1	106,647	106,647	47,855	47,855	44
SWDSL0200029/1/1/1/2	90,492	96,420	32,951	35,025	44
SWDSL0200029/1/1/1/3	106,647	106,647	47,855	47,855	44
SWDSL0200029/1/1/1/4	80,996	87,881	27,258	31,786	32

The table below contains the averages across the data set:

DSLAM Details	Min Downstream (kbps)	Max Downstream (kbps)	Min Upstream (kbps)	Max Upstream (kbps)	Days
# of records: 53(in total)	50	50	50	50	50
Average:	85,553	91,172	34,073	37,374	42

- (b) For this FTTN trial the Retail Service Providers were responsible for the customer's home installation, therefore NBN Co has no visibility of whether or not a central splitter was used.
- (c) We understand that only one line was remediated during the trial which serviced a Telstra customer (SWDSL0200016/1/1/1/2). The remediation was carried out by Telstra without NBN requesting the action.
- (d) No, not to NBN Co's knowledge.
- (e) No.
- (f) NBN Co do not have access to the copper data for the FTTN trial as it is owned by Telstra and this information was not released to NBN Co, so we are unable to confirm the lead-in type.
- (g) The retail service provider (RSP) provided the customer premises equipment for the trial from an approved list. NBN was not informed which customer premises equipment was used.
- (h) All lines will experience varying levels of interference which is managed by the technical capabilities of the DSLAM equipment installed to provide services. When a VDSL2 service is subject to interference, the service may encounter transmission errors, which VDSL2 DSLAMs and modems address instantaneously by retransmitting the information experiencing errors. The data gathered as part of the trials has confirmed that the DSLAM equipment and modems are behaving within specifications and that the trial services are performing well.