

27 October 2017

Senator Jonathon Duniam
Chair of the Senate Standing Committees on Environment and Communications
PO BOX 6100
Senate
Parliament House
Canberra, ACT 2600

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Dear Mr Duniam

National Broadband Network (NBN) Information Gathering

In the course of the Australian Communications and Media Authority's (ACMA's) appearance at Budget Estimates Supplementary Hearings on Tuesday 24 October 2017, in response to questions from Senator O'Neill, the ACMA agreed to provide additional information to the Committee on or before 27 October about our NBN information gathering work.

The additional information is attached.

Yours sincerely

Jennifer McNeill
General Manager Content, Consumer & Citizen Division

Email

Topic: National Broadband Network (NBN) Information Gathering

In the course of questioning from Senator O'Neill on 24 October 2017, the Australian Communications and Media Authority (ACMA) indicated that it would provide the Committee with additional information on or before 27 October 2017 regarding:

- a. The providers from which the ACMA has sought information by way of compulsory notice;
- b. The information which the ACMA sought from those Retail Service Providers (RSPs) by way of compulsory notice; and
- c. The terms of reference (TORs) for the ACMA's consumer facing NBN research.

Answer:

a. Providers

To inform the ACMA's assessment of the nature, scale and scope of problems occurring with the NBN supply chain, the ACMA has used its information gathering powers under sections 521 of the *Telecommunications Act Cth* (1997) to require the production of information from twenty one entities, namely:

- > sixteen RSPs;
- > four wholesalers of NBN services; and
- > NBN Co itself.

The ACMA selected these providers with a view to ensuring that the group, collectively:

- > represented all parts of the NBN supply chain
- > captured supply to a significant proportion of NBN services in operation
- > supplied NBN services in different geographic locations and using various NBN technology types
- > included a mix of small, medium, and large-sized entities
- > supplied NBN services to residential customers, business customers or both
- > had some experience of NBN internet-related consumer complaints being referred to the Telecommunications Industry Ombudsman.

As the particular responses from the provider recipients are confidential, the ACMA proposes to publish de-identified statistical information about the responses before the end of 2017.

b. The information sought

The compulsory notices required the production of information pertaining to NBN

- > connection numbers and timeframes
- > service class 0 (and equivalent) customers
- > faults
- > appointments and appointment keeping
- > complaints types and frequency
- > number retention issues
- > operational procedures
- > supply chain arrangements

for the period 1 April 2017 to 30 June 2017.

c. Consumer facing research

This research will investigate the Australian consumer experience of migration to the NBN, across the range of NBN technologies in use in the twelve months prior to the research fieldwork, namely fibre to the premises (FTTP), fibre to the node (FTTN), fibre to the building (FTTB), hybrid fibre coaxial (HFC), fixed wireless and Sky Muster satellite.

The research will focus on the following key areas:

- > *Before migration* – Consumer experience associated with understanding the migration process and choosing a RSP and NBN plan. This includes exploring consumer understanding of the need to migrate to retain services in the fixed line footprint, the time-frame to move to an NBN service and the process of selecting and getting that service. It will also examine customer knowledge about how to maintain continuity of residential or business over-the-top services such as medical alarms or electronic funds transfer at point of sale (EFTPOS) terminal access.
- > *During migration* – Consumer experience associated with connecting to the NBN and activating an NBN service.
- > *After migration* – Consumer experience associated with using services over the NBN, including expectations vs experiences, speeds, faults, and processes to address problems and complaints.

This will involve a quantitative survey of residential and small to medium business NBN customers. The respective sample sizes will be 2,300 adult residential customers and 1,150 business customers.

An external research firm has been contracted to conduct this research, in collaboration with ACMA staff.

Field work is expected to commence in November 2017.