

**Joint Standing Committee on the National Broadband Network**

**Answers to Questions on Notice**

**Committee Hearing 15 August 2018**

**NBN Co Limited**

**Question No: 8**

**NBN Co Limited**

**Hansard Ref: Page 16-17**

**Topic: NBN Complaints**

**Senator Jordon Steele-John asked:**

**Senator STEELE-JOHN:** But in this particular case, Mr Rue, we've got the situation where a charity that relies heavily on internet connection was, as I said, out of internet access for nine months. In response, one of your spokespeople said that you always work closely with RSPs to ensure that users are migrated as smoothly as possible to the network. But I'm really quite concerned to see this situation, where the corporation would have allowed a situation like this to continue for such a long period of time.

**Mr Rue:** Yes. So, two things. Firstly, if could I just complete it and give you a fuller answer on the last question you asked me? As the network, you want to be careful, also, in looking at percentages of complaints. Even though I said the vast majority are not ours, of course, our network and our users have grown massively over the last year. On the issue that you're raising, I completely understand your concern, but we need to get to the facts of the case. On many occasions, things are more complicated than may be described in what you're reading—

**Senator STEELE-JOHN:** I understand that, Mr Rue.

**Mr Rue:** And on top of that, often they are not actually caused by NBN. So let me actually come back—either on notice or through one of my colleagues passing on some information to me about your request.

**Answer:**

Please refer to Question on Notice 7.