



Auditor-General for Australia



20 March 2020

Mr Tony Pasin MP  
Chair  
Joint Standing Committee on the National Broadband Network  
Email: [nbn.joint@aph.gov.au](mailto:nbn.joint@aph.gov.au)

Dear Mr Pasin

I wish to correct two percentage figures Mr Paul Bryant stated as evidence to the Joint Standing Committee on the National Broadband Network (NBN) inquiry into the business case for the NBN and the experiences of small businesses, at a public hearing held on 28 February 2020.

In response to a question from the Deputy Chair, Ms Susan Templeman MP, Mr Bryant stated the following (Hansard, page 40 of 43):

The key areas were around timeliness targets. The NBN had set its own timeliness targets in relation to the resolution of—basically, they categorised complaints into formal complaints, which were required to be resolved within five days, complex complaints, which were required to be resolved within 20 days, and urgent complaints, which were required to be resolved within 48 hours. There are some definitions there associated with those. NBN had set a KPI of resolving 90 per cent of the combined formal and complex complaints within those time lines and it had hit 89 per cent of that, in relation to the audit time line we looked at, which was March 2018 to March 2019.

The correct key performance indicator set by NBN Co for resolution of formal and complex complaints is 93 per cent and in addition, the audit found that within the audit timeframe 87.7 per cent as an average of the total complex and formal connection-related complaints were resolved by NBN Co within their respective resolution timeframes.

Yours sincerely

Grant Hehir