

Joint Standing Committee on the National Broadband Network

Answers to Questions on Notice

Department/Agency: Australian National Audit Office

Inquiry: Inquiry into the rollout of the National Broadband Network (NBN)

Committee Member: Dr Helen Haines MP

Type of question: Hansard

Date set by the committee for the return of answer: 20 March 2020

Number of pages: 1

Question:

Dr HAINES: Notwithstanding that most of the complaints were by migration, I'm interested in the complaints that could be stratified out to outages. I'm keen to know what that looked like, the timeliness of outages being restored and the notice given for outages. I wonder if you could comment on that, please.

Mr Bryant: Within that March 2018 to March 2019 window, there was a total of 173,000 complaints. Our scope of work was that migration window between when a user lodges a request to connect to the NBN and when they have a fully functional service—and a fully functional service is defined as 'not interrupted for 30 days following the connection'. Within that migration window, there were 34,000 complaints, which equates to about 20 per cent. Unfortunately, as you outlined earlier, the categorisation of those complaints—we focused on the NBN's more general categorisation in terms of formal, complex, urgent et cetera. They do have some more characterisations associated with root cause et cetera, but we weren't able to do that analysis. But we could take it on notice to go back and get you some data on what proportion of complaints during that March to March period related to outages, noting that that is a bit out of date now.

Answer:

Paragraph 4.29 of the Auditor-General Report No.15 2019-20 *National Broadband Network Fixed-line Migration – Service Continuity and Complaints Management* (the audit report) refers to a number of ambiguities in NBN Co's complaints management system regarding the accurate classification of complaints. The impact of these ambiguities, as stated in paragraph 4.30 of the audit report, was that 'individual records may not contain sufficient detail to understand the nature of the complaint, and therefore develop appropriate responses to address systemic issues'.

As a result, a review of NBN Co complaints data obtained during the course of the audit could not derive an accurate proportion of outage-related complaints with any appropriate degree of confidence.