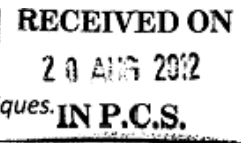


Specifically, in your first response, 19 e stated:

19e) What was the total cost of the remediation work?

NBN Co was able to install in premises using standard installation techniques.



In your recent response, after further information was sought, 19e stated:

Question 19e. The Committee wishes to know the cost of any remediation; or, that if there was no remediation work done, that this is clearly stated.

The cost of remediation was estimated by NBN Co's contractor to be \$19 893.60 exclusive of GST. This work was carried out by NBN contractors and the builder's nominated electrician who billed NBN Co's contractor.

The committee would appreciate if you could clarify how the response initially given is linked to the second response given.

There are two processes relevant to the responses given to questions 19(e). These are as follows:

1. the "builder's preparation process" carried out by the builder/developer (not an NBN Co contractor); and
2. the "NBN Co installation process" carried out by NBN Co's contractor i.e. fibre installation.

The initial question 19(e) was: *"what was the total cost of the remediation work?"*. NBN Co understood the question to relate to process 2) above and responded that a standard form of installation was carried out at Bonnyrigg. No changes or additional charges were required in regard to the installation.

Mr Hartsuyker elaborated on the initial question 19(e) when he conveyed the following point of clarification regarding question 19(e):

"While it may be true that NBN Co was able to use standard installation techniques, information in my possession indicates that NBN Co funded remediation work to enable this to take place. Answer b) and d) above also indicate that some changes were required before NBN Co could use standard installation techniques. With this being the case, I restate the question: What was the total cost of the remediation work?"

NBN Co understood this request to relate to process 1) above and responded with details in relation to additional charges incurred by the builder and supplied these costs to the Committee.

In summary, the first response provided by NBN Co was correct as the installation process at Bonnyrigg was standard. The second answer was also correct as it provided details regarding the separate builder's preparation process and a payment made by NBN Co pursuant to this process.