Joint Committee on the National Broadband Network

Answers to Questions on Notice

Public Hearing 30 October 2012

Broadband, Communications and the Digital Economy Portfolio

NBN Co Limited

Question No: 6

Hansard ref: In writing

Topic: Key Performance Indicators (KPIs)
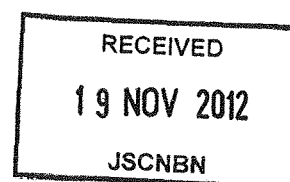
The Committee asked:

With the change in KPIs, how can performance to date be measured against future targets?

Answer:

The KPI reporting framework has been broadly consistent across each of the three progress reports provided to the JCNBN. The indicators included in future reports will be expanded so that, over time, the reports will include further detail as the company and its reporting systems mature and the rollout ramps up.

KPIs will measure NBN Co performance against its Corporate Plan targets.

Question No: 7

Hansard ref: In writing

Topic: Key Performance Indicators (KPIs)

The Committee asked:

How will this time be accounted for in regard to the future NBN rollout?

Answer:

See response to QoN 6.

Question No: 21

Hansard ref: In writing

Topic: Transition from Copper Services to the NBN–Community consultation/education

The Committee asked:

How has information been disseminated by the NBN Co to households that will lose internet and phone services once the copper network has been switched off?
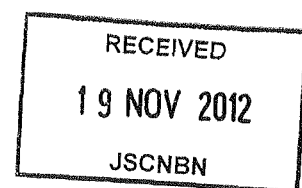
Answer:

No household in Australia will lose the ability to connect to internet or phone services as a consequence of the NBN.

On the subject of communications pertaining to the switchover, the 18-month countdown has not yet commenced in any FSAMs, so communications are yet to occur.

All premises within the fibre rollout area will receive direct mail near the start of the 18-month period providing clear information of the timeframe for the countdown, the actions consumers need to take to switch to the NBN and the consequences of taking no action. More direct communication will follow at various points in the countdown.

As part of the comprehensive public information initiative to inform end users about the fibre rollout and the copper switchover NBN Co will be conducting benchmarking and tracking research to measure the level of understanding and the effectiveness of its communications activity.

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Question No: 22

Hansard ref: In writing
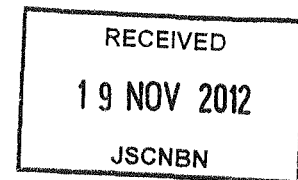
Topic: Transition from Copper Services to the NBN– Community consultation/education

The Committee asked:

How have householders generally educated themselves about what to expect when the switch over to the NBN occurs?

Answer:

Please see response to QoN 21.

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Question No: 44

Hansard ref: In writing

Topic: Technology Upgrades to Satellite and Fixed Wireless Networks

The Committee asked:

What are the anticipated costs and benefits of the planned technology upgrades for the fixed wireless and satellite networks?
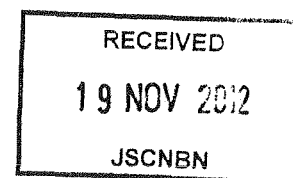
Do these technology upgrades have the potential to increase the capacity of the wireless and satellite services beyond current levels?

Answer:

The 2012-15 Corporate Plan incorporates the additional (cap-ex) costs associated with anticipated technology upgrades for Fixed Wireless and Long Term Satellite.

The plan also contains adjustments to Fixed Wireless and Satellite Revenues resulting from higher take-up due to the introduction of the anticipated technology upgrades.

See page 62 and 75-76 of 2012-15 Corporate Plan for more details.

Question No: 50

Hansard ref: In writing

Topic: Security and Disaster Recovery Plans

The Committee asked:

As stated on page 27 of the Corporate Plan what security requirements is the NBN designed to meet?

Answer:

NBN Co has established a full policy framework in accordance with the Protective Security Policy Framework (PSPF), and a series of assurance activities are carried out to ensure ongoing maintenance of compliance. These include Application and Platform Access Reviews, Security Health Assessments, Facilities Accreditation, and IT Systems Accreditation in accordance with the PSPF and the associated Information Security Manual (ISM).

Question No: 61

Hansard ref: In writing

Topic: NBN Interim Satellite Service

The Committee asked:

What is the average total cost of labour for an installation of equipment at a Customer premise (i.e., installation of a satellite dish, cables, pole, modem, etc) through the NBN Interim Satellite Service?

Answer:

The information required to respond to the request is commercially sensitive and disclosure could result in a breach of confidentiality obligations and harm NBN Co's commercial relationships.

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Question No: 62

Hansard ref: In writing

Topic: NBN Interim Satellite Service

The Committee asked:

What is the average total cost of the hardware (satellite dish, cables, modem, pole, etc) needed to connect an end- user to the NBN Interim Satellite Service?

Answer:

Please see answer to QoN 61.

Question No: 63

Hansard ref: In writing

Topic: NBN Interim Satellite Service

The Committee asked:

What is the average total cost to NBN Co to connect a customer to the interim Satellite Service?

Answer:

Please see answer to QoN 61.

Question No: 77

Hansard ref: page 16

Topic: IT Platforms

Mr Fletcher asked:
What was the original budget for establishing the IT platforms to support the roll out of NBN Co?

Answer:

As outlined in our Media Release of 29 March 2011:

"Under a three-year agreement IBM, in its capacity as the prime systems integrator, will partner with NBN Co to deliver an end-to-end solution that drives industry best practice outcomes while minimising costs and risk.

The overall operational and business support project also involves other subcontractors and a range of software providers. The total cost of the overall project during the next three-years is estimated at over $200M."