

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Additional Estimates Spill-over April 2018**  
**Communications Portfolio**  
**NBN Co Limited**

**Question No: 213**

**NBN Co Limited**

**Hansard Ref: Written, 23/04/2018**

**Topic: QON 143 – Incomplete answer about missed NBN appointments**

**Senator Anne Urquhart asked:**

With reference to the question below:

<b>Question No: 143</b>
<b>NBN Co Limited</b>
<b>Hansard Ref: Written, 13/03/2018</b>
<b>Topic: Missed appointments</b>
<b>Senator Anne Urquhart asked:</b>
How many technician appointments has NBN missed in FY17-18 to date?
<b>Answer:</b>
In FY18 to date, less than 9 per cent of connection appointments have been missed. It is important to note that appointments can be missed for a variety of reasons, including some beyond the service delivery partner's control, such as weather.

Please provide the number of missed appointments in addition to the proportion that was missed.

**Answer:**

Of more than 950,000 scheduled connection appointments received to 28 February 2018, around 870,000 were completed in FY18. This means 91 per cent of appointments occurred as scheduled. The remaining appointments were not completed for a variety of reasons, including some beyond the technician's control, such as the weather, end-user non-attendance and technical impediments.