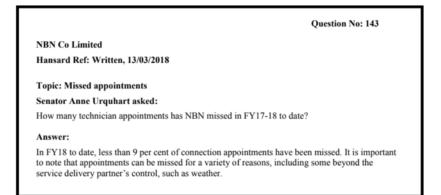
Senate Standing Committee on Environment and Communications Answers to Senate Estimates Questions on Notice Additional Estimates Spill-over April 2018 Communications Portfolio NBN Co Limited

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:



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.