

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Supplementary Budget Estimates October 2019
Communications Portfolio
NBN Co Limited

Question No: 145

NBN Co Limited

Hansard Ref: Written, 04/11/2019

Topic: Missed appointments

Senator Anne Urquhart asked:

Please provide the number of missed technician appointments in FY18-19

Answer:

Under the Wholesale Broadband Agreement (WBA), a missed appointment refers to where a technician did not attend the premises within the agreed appointment window, as per the service level schedule. In many of these cases the technician turns up earlier or later than the stipulated time and still completes the job on the day. The number also includes some cases where the end-user was not in attendance or where bad weather restricted the ability to complete the job.

In FY19 there were a total of 2,997,958 appointments. Of these 127,746 (4.3%) were not met on the scheduled day.