

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Supplementary Budget Estimates October 2018
Communications Portfolio
NBN Co Limited

Question No: 207

NBN Co Limited

Hansard Ref: Written, 05/11/2018

Topic: Missed appointments

Senator Anne Urquhart asked:

Please provide the number of missed technician appointments in FY17-18.

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. However, the end user connection or end user fault rectification may still be completed within the relevant service levels.

While 91 per cent of appointments were not missed, the total number of missed technician appointments for the period 1 July 2017 to 30 June 2018 was 157,268.