

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Hearings February 2016

Communications Portfolio

nbn

Question No: 105

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Hansard Ref: Pages 123-124, 9/02/2016

Topic: FTTN survey - user satisfaction scores

Senator Ludlam, Scott asked:

Senator LUDLAM: What other kinds of access technology have you surveyed in the past?

Mr Morrow: FTTP and fixed wireless.

Senator LUDLAM: So the reason it is the first time you have surveyed on FTTN is that it is the first time you have enough of a customer base to make it worth asking the questions.

Mr Morrow: To have a statistically valid sample.

Senator LUDLAM: Okay. Can you either table for us or point us to where on your website we can find a breakdown of the user satisfaction scores for the last three years based on access technology?

Mr Morrow: I do not think it would have been published on the website. I can take it on notice to provide that to you.

Senator LUDLAM: Are you surveying people on your satellite or wireless solutions?

Mr Morrow: For the wireless we are. That one has an 8.1 out of 10 rating. That is one of our highest.

Senator LUDLAM: 8.1; people were just happy to have something.

Mr Morrow: They were happy to have that service.

Senator LUDLAM: Anything you can provide us that is longitudinal and broken up by access technology would be valuable.

Mr Morrow: All right.

Answer:

	Fibre				Fixed Wireless			
	Jan 16	Jul 15	Dec 14	Jun 14	Jan 16	Jul 15	Dec 14	Jun 14
Overall Satisfaction	7.5	7.2	7.1	7.4	8.0	8.2	8.1	8.0

Please note: The results post July 2015 are not directly comparable to prior results due to a different sampling methodology aimed improving accuracy of touch point results (Connect, +1month , +3 month) and access technology weighting reflecting the user base mix.