

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Additional Estimates Hearings February 2016**

**Communications Portfolio**

**nbn**

**Question No: 96**

**nbn**

**Hansard Ref: Page 112, 9/02/2016**

**Topic: Technical 'fix as you go' problems**

**Senator O'Neill, Deborah asked:**

**Senator O'NEILL:** In the interests of time and others who want to ask questions, could I ask you to take on notice what technical 'fix as you go' problems are you encountering? If you could provide that on notice.

**Mr Morrow:** I am talking in terms of process improvements so if somebody calls in and does not get an answer straight away, why is it that they did not get an answer straight away? For me to list all of those and archive them would be silly.

**Senator O'NEILL:** I am not just interested in the management of the people but in the delivery of the service. What are the problems with that? Senator Fifield, could I ask if you have had contact from the members for Robertson and Dobell about matters of the kind that I have indicated here this evening?

**Senator FIFIELD:** You can ask. I will have to check.

**Senator O'NEILL:** Will you take it on notice?

**Senator FIFIELD:** Sure.

**Answer:**

- 1) nbn continuously monitors the performance of its processes and makes adjustments to improve productivity and the customer experience. These cover the following categories:
  - a) Better process interaction with Retail Service Providers (RSPs) to ensure that any activation and assurance of end-user services is well co-ordinated between the RSPs, nbn and the end-user,
  - b) Better process interaction with the Service Delivery Partners to maximise "right first time" activations, and reduce the amount of reschedules,
  - c) Improvements to I.T. platforms capacity, reliability and configuration,
  - d) Improved diagnostic tools and diagnostic processes for nbn and RSPs back-office staff,
  - e) Automation of data transfer and reduction of manual interventions.
- 2) The Minister's Office is in contact with Members of Parliament and Senators on a regular basis on matters relating to the implementation and roll out of the nbn. This includes the Members for Robertson and Dobell.