

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Additional Estimates spill-over Hearing March 2017**  
**Communications Portfolio**  
**NBN Co Limited**

**Question No: 354**

**NBN Co Limited**

**Hansard Ref: Written, 31/03/2017**

**Topic: Number of missed NBN install appointments**

**Senator Urquhart, Anne asked:**

1. Does NBN Co monitor track the number of missed technician appointments? If yes, please explain the business process and how the monitoring works.
2. How much NBN Co record these instances? Does it form part of weekly reports to management?
3. Does NBN Co know in reasonable time when a contractor has not attended an appointment?
4. How many NBN install/technician appointments were missed in 2016?
5. How many NBN appointments were rescheduled in 2016?
6. What is the average number of missed install/technician appointments per new install?

**Answer:**

1. Yes. Appointment-keeping performance is part of routine monitoring of technician activities and Managed Service Partner governance.
- 2-6. The average rate of missed appointments was 10.8% in 2016. Missed appointments are rescheduled as part of routine business and are monitored at management level.