

**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: 372**

**NBN Co Limited**

**Hansard Ref: Written, 03/04/2017**

**Topic: Operational metrics**

**Senator Urquhart, Anne asked:**

Please outline what operational metrics NBN Co captures in relation to reported faults, failed installations and missed appointments.

**Answer:**

nbn measures and tracks reported faults, failed installations and missed appointments on a regular basis through measures such as:

- Reported incidents, such as faults, logged by retail service providers (RSPs), based on status by overall volume and rate per active premises
- Completed connections where the new service did not work
- On the day activity – where an appointment can be missed for a number of reasons, for example Appointment Rescheduled or Cancelled; End User Not In Attendance; No Resource Available.