

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Hearings May 2014

Communications Portfolio

NBN Co Limited

Question No: 268

Program No. NBN Co Limited

Hansard Ref: In Writing

Topic: NBN rollout

Senator Urquhart asked:

An article in the *North Eastern Advertiser* of 4 June headed 'NBN roll out plagued with issues' makes a number of claims about connection of premises in Tasmania.

- a. How long was it from the new Chairman being appointed and 4 June?
- b. How long was it between the Chief Operating Officer being appointed and 4 June?
- c. When were the Chairman and COO informed that there were any issues relating to organising connections to the NBN?
- d. The article includes the claim 'For at least four King Street businesses, a major stumbling block has been the inability of Telstra to match the NBN address data, especially when it relates to strata title property or where there are multiple business tenants in the one building.' What actions have been taken by NBN Co over the last six months to address the issue of mismatched addresses?
- e. The article also states 'This is especially concerning for retail businesses that are not able to use EFPOS facilities across an NBN connection, in addition to other electronic equipment.' Are EFTPOS facilities that use an IP connection rather than a dial-up connection readily available? What arrangements has NBN Co made with financial institutions to inform them of areas where the NBN is available and clients would benefit from updated EFTPOS equipment?
- f. The article states 'NBN Co was contacted for comment on several occasions but had not responded by the North-East Advertiser's deadline.' Is NBN Co's non-responsiveness consistent with its objectives for community consultation?

Answer:

- a. Approximately 8 months.
- b. Approximately 7 months.
- c. NBN Co provided the Chairman and Chief Operating Officer with an overarching briefing on the network rollout. However, they could have been aware of these issues more generally from media commentary and discussions with Ministers or Parliamentarians as well as the general public.
- d. The issue in King St businesses was one of scope and the serviceability of those businesses, not address mismatches with Telstra. To address this challenge NBN Co has been reviewing how to more accurately identify these types of locations to ensure delivery to all premises within a building during the construction phase. Actions taken to date are the development of a refined walkout process that has a heavy focus on identifying commercial multi premises sites for all future regions and a separate program to proactively review existing In-Service regions for commercial multi premises, there by addressing the legacy locations.

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- e. Yes. The banks are offering a range of options for migration of EFTPOS terminals to the NBN. These include IP terminals, GPRS/Mobile terminals and migration of existing dial terminals. Many banks currently offer IP terminals, with CBA leading in this space. More information about individual banks' recommended NBN migration options is available on their web sites.

<https://www.commbank.com.au/business/merchant-services/tools-support/faq.html>

http://learn.nab.com.au/nbn-and-your-nab-eftpos-terminal/?own_cid=shortURL:nbn

<http://www.anz.com/australia/business/merchant/nbn-info.asp>

<http://www.westpac.com.au/business-banking/merchant-services/read-up-on/nbn-migration-eftpos/>

<http://www.hicaps.com.au/forms-and-support/NBN.html>

NBN Co provides a list containing all addresses that are currently scheduled for copper disconnection along with the scheduled disconnection date. The list is updated on monthly and available on request to all financial institutions.

- f. At all times NBN Co aims to respond to all journalist enquiries in a timely and accurate way.