

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: 288

Program No. NBN Co Limited

Hansard Ref: In Writing

Topic: Strategic Review

Senator Urquhart asked:

Referring to the section of the Strategic Review headed "Mobilise the Transformation Agenda":

- a. Section 6.1.2 identifies that mobilising the transformation agenda has commenced with the appointment of a Head of Strategy & Transformation (Mr Whitcomb I believe) and establishment of a Transformation Program Office (TPO). The section concludes: "A critical responsibility of the TPO will be to work with NBN Co leadership to implement the next steps outlined in this review and provide visibility and transparency to the Board and Shareholders on progress."

Is Mr Whitcomb the person who can provide visibility and transparency on the progress with these next steps? If so, why was he not present at the Estimates hearing?

- b. Is there a fully developed transformation plan that details when key decisions will be made on:
- i. precise technology requirements
 - ii. the copper network operating model
 - iii. choice of HFC network(s)
 - iv. the greenfields model
 - v. the approach for provision of voice services and CPE
 - vi. review of the current Fixed Wireless and Satellite footprint
 - vii. customer migration approach, and
 - viii. fibre on demand?

Answer:

- a. Mr Whitcomb is NBN Co's Chief Culture and Business Transformation Officer and will be the appropriate person to provide information on these issues. Mr Morrow provided the following information at the May Estimates hearing regarding Mr Whitcomb's attendance: *I can assure you, Senator [Conroy], there are no games being played. He will be before you and the Senate in the future hearings. He has just started with the company. There were several other commitments. The request for his name was fairly late and we could not change his commitment. But, again, I assure you he will be in front of you.*
- b. Some of the issues listed are being examined by the Vertigan review and others are part of the negotiations with Telstra. NBN Co is also conducting technology and construction trials which will provide valuable data on issues such as migration and technology requirements. All of this information will form part of NBN Co's forward strategy and planning processes.