

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Budget Estimates May 2017**

**Communications Portfolio**

**NBN Co Limited**

**Question No: 201**

**NBN Co Limited**

**Hansard Ref: Page 61, 25/05/2017**

**Topic: Connection timeframes - Skymuster**

**Senator Urquhart, Anne asked:**

**Senator URQUHART:** So the NBN commence to connection time frames, fault rectification and network performance through its service level schedule; can you outline these time frames for connection, fault rectification and network performance?

**Mr Simon:** On Sky Muster?

**Senator URQUHART:** Yes.

**Mr Simon:** The installation time frames vary depending on the regions, whether you are in outer metro, regional, rural or isolated areas. There are different time bands for that. I will have to get that for you. I do not have it off the top of my head but we can certainly provide that. In terms of the performance of that, just to see how we are going across those capabilities on a regular weekly basis, in terms of our SLA performance on Sky Muster—and this is underpinning the 8 score—we can see that our service activation, the right first time, on Sky Muster is running at about 89 per cent, so just under 90 per cent. So nine out of 10 installations are done now right first time. We were definitely not there six months ago when the issues were occurring. So, again, the right first time is a lead indicator for high satisfaction scores and you see those high satisfaction scores that I mentioned of 8-plus coming through.

**Senator URQUHART:** So you are going to take on notice the time frames for connection?

**Mr Simon:** Yes. I can get back to you. We will get that for you during the session.

**Answer:**

Timeframes are available in the *Wholesale Broadband Agreement* via the nbn website at [http://www.nbnco.com.au/content/dam/nbnco2/documents/sfaa-wba2-product-catalogue-service-levels-schedule\\_20161205.pdf](http://www.nbnco.com.au/content/dam/nbnco2/documents/sfaa-wba2-product-catalogue-service-levels-schedule_20161205.pdf)