

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: 237

NBN Co Limited

Hansard Ref: Written, 2/6/2017

Topic: Technician tracking

Senator Griff, Stirling asked:

During Estimates, Mr Morrow said: “We now track down to a technician individual level where we can see the quality of work that they do, whether there were any customer complaints that came through against those individuals and we are very detail oriented with that”.

- (a) Please provide details of what data is tracked
- (b) Please provide data regarding work quality (including the number of jobs that have required remediation/repeat visits to fix) for the financial year to date
- (c) Please provide the type of complaints made and total number of complaints against each category for the financial year to date.

Answer:

- (a) nbn and our service delivery partners measure technician-level reporting based on compliance, including their appointment attendance and the quality of their work.
- (b) nbn measures how often a service is activated on or before the day that the appointment was first set (which is known as “right first time”). The overall financial year to date Right First Time is 86.3% aggregated across all technologies (excludes customer-caused events).
- (c) Complaints relating to installers and work quality fall into the following categories:

Category	Volume (FY to date, as at 15 June 2017)
Installation issues	20579
Equipment location	13454
Appointments	10905
Restoration issues	9913
Total	54851

This total represents a complaint rate of approximately 4 per cent of the 1,250,656 installations completed during the period.