

**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: 243**

**NBN Co Limited**

**Hansard Ref: Written, 7/06/2017**

**Topic: Missed appointments and failed installations**

**Senator Urquhart, Anne asked:**

1. How many missed NBN install and technician appointments were there in 2014? 2015? 2016?
2. How many failed NBN installations were recorded in 2016?

**Answer:**

1. nbn has defined the percentage of missed appointments as the number of missed appointments divided by the number of premises activated:
  - a. Apr-Dec 2014: 34,017 or 21.8% (note: full-year data is not readily available due to changes in recording and calculation methods)
  - b. 2015: 40,445 or 9.8%
  - c. 2016: Mr Morrow provided the number of missed appointments for service orders at the hearing on 15 June 2017.
2. nbn has defined 'failed installations' as services for which there was a fault logged by the retail provider within 10 days of activation, or a fault logged as 'new service never worked' at any time. There were 42,458 in calendar year 2016, which represents just over 3 per cent of installations.