

**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: 272**

**NBN Co Limited**

**Hansard Ref: Written, 07/06/2017**

**Topic: Number of missed NBN install appointment – Transparency**

**Senator Urquhart, Anne asked:**

With reference to QON 354 from additional Estimates:

**Question No: 354**

**NBN Co Limited**

**Hansard Ref: Written, 31/03/2017**

**Topic: Number of missed NBN install appointments**

**Senator Urquhart, Anne asked:**

1. Does NBN Co monitor track the number of missed technician appointments? If yes, please explain the business process and how the monitoring works.
2. How much NBN Co record these instances? Does it form part of weekly reports to management?
3. Does NBN Co know in reasonable time when a contractor has not attended an appointment?
4. How many NBN install/technician appointments were missed in 2016?
5. How many NBN appointments were rescheduled in 2016?
6. What is the average number of missed install/technician appointments per new install?

**Answer:**

1. Yes. Appointment-keeping performance is part of routine monitoring of technician activities and Managed Service Partner governance.
- 2-6. The average rate of missed appointments was 10.8% in 2016. Missed appointments are rescheduled as part of routine business and are monitored at management level.

Can NBN Co please answer the questions that were asked. Specifically these include:

1. Does NBN Co know in reasonable time when a contractor has not attended an appointment?
2. How many NBN appointments were rescheduled in 2016?
3. How many NBN install/technician appointments were missed in 2016?
4. Given NBN Co has presented the average % rate of missed appointments, it would appear reasonable that it would know.

**Answer:**

- 1 A missed appointment is usually known to nbn on the day the appointment is missed and technicians are required to advise nbn why they could not attend.
- 2 – 4 Mr Morrow provided the number of missed appointments for service orders at the hearing on 15 June 2017.