

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: 274

NBN Co Limited

Hansard Ref: Written, 07/06/2017

Topic: Missed appointments

Senator Urquhart, Anne asked:

1. What systems and processes does NBN Co use to capture and report on figures about the number of missed technician appointments?
2. How many technician appointments have been missed by NBN Co in 2017 to date? Please state the total number (or estimated number) of missed appointments.
3. How many technician appointments were rescheduled or delayed in 2017 to date? Please state the number of missed appointments. Please state the total number (or estimated number) of missed appointments.
4. What is the average number of missed appointments per new install?

Answer:

1. nbn uses Work and Workforce Management systems (Quintiq and Maximo) to manage activities carried out by its field workforce, including technicians and delivery partners. The information captured includes work performed, status updates and appointment attendance, cancellations and reschedules.
2. & 3 There were 10,372 cases where an appointment window was missed due to the technician not attending or nbn rescheduling within 26 hours of the appointment window;
4. As at 14 June 2017, the average rate of missed appointments due to nbn rescheduling for calendar year 2017 is 1 per 100 activations.