

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: 275

NBN Co Limited

Hansard Ref: Written, 08/06/2017

Topic: Skymesh

Senator Roberts, Malcolm asked:

The NBN recently had a customer not getting sufficient data speed via a fixed wireless system with “Skymesh”. After testing his NBN box for three days at various times of the day (or NBN would not investigate) he waited for a month and nothing happened. After a month a technician visited spins his antenna on the roof 180 degrees and points it towards another NBN tower which sorts out the data speed.

1. What is the process or standard used for ensuring quality customer service?
2. What is the specified time for basic issues to be resolved?
3. Should issues like the one mentioned above take over a month to resolve?
4. Is the inability to resolve basic issues within a timely fashion an inherent issue?

Answer:

1. When experiencing any issues with their service, consumers should report the matter to their retail service provider (RSP), who will perform troubleshooting and attempt to locate the issue. If they identify that the issue is within nbn’s network, the RSP will log a fault with nbn through the agreed wholesale process.
2. The timeframes for nbn to resolve a fault logged by an RSP are outlined in the *Wholesale Broadband Agreement*, which is available on nbn’s website at http://www.nbnco.com.au/content/dam/nbnco2/documents/sfaa-wba2-product-catalogue-service-levels-schedule_20161205.pdf. As outlined in this document, for an end user fault in the fixed wireless network, the Service Level for resolution ranges from next business day to the third business day after the trouble ticket is raised, depending on the location of the premises.
- 3-4. As mentioned in Part 2, this should be resolved in three business days or less. Unfortunately, there is insufficient information to know what happened in this case, such as when the matter was first logged with nbn by the RSP; however, RSPs have escalation channels within nbn to raise any issues that are not progressing as expected.