

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Budget Estimates Spill-over Hearing June 2017**  
**Communications Portfolio**  
**NBN Co Limited**

**Question No: 352**

**NBN Co Limited**

**Hansard Ref: Written, 27/06/2017**

**Topic: Operational Metrics**

**Senator Urquhart, Anne asked:**

Please provide the following for FY16-17:

- (a) Reported incidents logged by RSPs
- (b) Faults logged by RSPs
- (c) Completed connections where the service did not work
- (d) Appointments missed due to
  - i. Rescheduled or Cancelled
  - ii. End User not in Attendance
  - iii. No Resource Available

**Answer:**

- (a) 0.13 reported incidents per active premises
- (b) 0.076 faults per active premises
- (c) Due to system limitations we are only able to identify this within the FTTN and HFC technologies where this represents approximately 3% of activations.
- (d)
  - i. nbn defines a cancelled appointment as an appointment that is cancelled within the 26 hour period prior to the scheduled appointment start time and is not followed by a rescheduled appointment at a future date. There were 641 cancelled appointments in FY17.
  - ii. Where a technician attended premise within agreed appointment window and End User was not in Attendance, the appointment is not recorded as a “missed” appointment. There were, however, 638 missed appointments in FY17 where a technician arrived outside the agreed appointment window and the customer was not in attendance.
  - iii. No Resource Available is not tracked as an nbn reason code