

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Supplementary Budget Hearings November 2014**  
**Communications Portfolio**  
**Telecommunications Universal Service Management Agency**

**Question No: 230**

**Program No. TUSMA**

**Hansard Ref: Page 51, 20 November 2014**

**Topic: Engagement activities with priority assistance customers**

**Senator URQUHART asked:**

**Senator URQUHART:** At the last hearing, Ms Mudford was asked for an update on TUSMA's engagement activities with priority assistance customers, and it was question on notice 1. Again, we have received that information; thanks for that. You can take this one on notice if you like. Can you provide the same information again, updated, as of the most recent date for which you have data available?

**Ms Silleri:** Certainly. That data is being refreshed on a daily basis.

**Senator URQUHART:** Sure.

**Ms Silleri:** The last figure I had was 186 priority assistance telephone contacts have been made.

**Senator URQUHART:** If you could just provide that on notice as well, that would be great.

**Answer:**

During the rollout of the National Broadband Network (NBN), TUSMA is managing contractual arrangements to send communications to voice-only customers in the last six months before the copper telecommunications network is disconnected in their area. These communications (in the form of letters and telephone contacts) are known as Customer Management Tasks (CMTs).

CMTs will inform voice-only customers about the upcoming disconnection while also providing information about what customers need to do to move their phone service onto the NBN fibre network.

Priority Assistance customers who are also Eligible Voice-Only Customers (EVOCs) as defined in TUSMA's contractual arrangements, receive a letter approximately six months prior to the disconnection of the copper network. This will be followed by a telephone contact five months prior to the applicable disconnection date (if required). A follow-up letter three months before disconnection will also be sent if that customer is still connected to the copper network.

TUSMA does not deliver CMTs itself, but has formed agreements with several Retail Service Providers (RSPs) to provide these customer communications to their own voice-only customers. This process will continue as the NBN is rolled out. Provisions also exist for Telstra to provide CMTs for voice-only customers of RSPs who choose not to participate in these arrangements with TUSMA.

In regards to the more specific data relating to engagement with Priority Assistance customers, as at 23 December 2014, TUSMA has undertaken the following activities:

- 107 rollout regions have commenced, divided into:

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- 76 'live' rollout regions (with ongoing communications being provided);  
and
- 31 completed and certified rollout regions.

Out of these 107 rollout regions, 858 Priority Assistance EVOC customers have been identified. To date, TUSMA can confirm that 203 certified telephone contacts have been made to these customers. This data will continue to be updated as TUSMA receives more information from participating RSPs.