

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Supplementary Budget Estimates Hearings October 2016
Communications Portfolio
NBN Co Limited

Question No: 148

NBN Co Limited

Hansard Ref: Written, 31/10/2016

Topic: NBN Satellite

Senator Urquhart, Anne asked:

Please provide the following information on NBN's Skymuster service:

- (a) What is the process for customers of Sky Muster to deal with service issues? For example, what is the process where an installation appointment is cancelled? Who does the customer contact to re-arrange installation – NBN or the ISP?
- (b) Since the launch of Sky Muster, could you provide the Committee with statistics on the number and location of complaints received about Sky Muster?
- (c) Since the launch of Sky Muster, how many installation requests have been received and how many of those have been completed? Please break by State and Territory where possible.
- (d) What is the average timeframe from the receipt of an installation request to completion?
- (e) Since the launch of Sky Muster, could you provide the Committee with a report on Sky Muster installation requests – how many installations have been where installation was attempted but where broadband service was not successfully achieved for the customer? Please provide a state by state breakdown.
- (f) Since the launch of Sky Muster, please provide the Committee with a report on the number of installation requests that have been re-scheduled, the reason for the re-scheduling and the time between the original appointment and the re-scheduled appointment. Please provide a state by state breakdown.
- (g) Since the launch of Sky Muster, please provide the Committee with a report on the number of faults reported with the Sky Muster service? Please include the nature of the fault reported and the time taken from when the fault was reported until when it was resolved.
- (h) Since the launch of Sky Muster, please provide a report on how often a service provider has requested that connection issues are to be escalated, including a state by state breakdown of figures.
- (i) What is NBN Co's average response time for responding to Satellite escalations? Both in terms of responding and then wait time for the technician?
- (j) How many customers do the Sky Muster satellites have capacity to support assuming the "fair use" policy is in effect?

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Supplementary Budget Estimates Hearings October 2016

Communications Portfolio

NBN Co Limited

Answer:

(a) End users generally call their retail service provider (RSP) to deal with service issues. An exception is the process of service installation where appointments are confirmed with the customer by nbn's delivery partner. Consequently, the delivery partner advises the customer of installation appointment cancellations and arranges a subsequent appointment.

(b) Since the launch of SkyMuster we have received 520 complaints with a state breakdown shown below:

State	Total
NSW	206
NT	21
QLD	103
SA	23
TAS	31
VIC	94
WA	42
Total	520

(c) At 31 October 2016 50,134 installation requests have been received with completed orders of 39,760, as per break down below:

State	Orders Completed
ACT	24
NSW	13,814
NT	813
QLD	8,950
SA	3,115
TAS	2,021
VIC	6,773
WA	4,250
TOTAL	39,760

(d) From launch, for the months May through October 2016, the average order lead time for Sky Muster services was 20 business days.

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Supplementary Budget Estimates Hearings October 2016

Communications Portfolio

NBN Co Limited

- (e) As at 31 October 2016, there were 18 premises visited by a technician where a line of sight to the satellite was not able to be established. The state break down is as follows (since launch, per state):

State	Unable to obtain line of sight to Sky Muster
ACT	0
NSW	4
QLD	3
SA	3
TAS	1
VIC	5
WA	2
Grand Total	18

- (f) The following table provides details of the location and causes of reschedules since the launch of the Sky Muster service:

Cause	Total
ACT	
Technician Issues	9
Customers Issue	8
Weather	4
Network Issue	2
Others	1
NSW	
Customers Issue	4064
Technician Issues	3662
Weather	2330
Others	767
Network Issue	700
Non Standard Installation	204
NT	
Technician Issues	346
Customers Issue	315
Others	94
Weather	87
Network Issue	45
Non Standard Installation	38

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Supplementary Budget Estimates Hearings October 2016

Communications Portfolio

NBN Co Limited

Cause	Total
QLD	
Technician Issues	2495
Customers Issue	2037
Weather	718
Others	528
Network Issue	366
Non Standard Installation	131
SA	
Customers Issue	740
Technician Issues	630
Weather	590
Others	235
Network Issue	94
Non Standard Installation	25
TAS	
Customers Issue	733
Technician Issues	640
Weather	456
Others	103
Network Issue	87
Non Standard Installation	28
VIC	
Customers Issue	1688
Technician Issues	1621
Weather	1075
Network Issue	290
Others	266
Non Standard Installation	73
WA	
Customers Issue	942
Technician Issues	868
Weather	414
Others	264
Network Issue	140
Non Standard Installation	54
Total	31007

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Supplementary Budget Estimates Hearings October 2016
Communications Portfolio
NBN Co Limited

The following table specifies the average time between an appointment that required a reschedule and the next appointment:

Month	Average time between Appointment that required a reschedule and the next appointment (Bus Days)
May-16	22
Jun-16	19
Jul-16	32
Aug-16	29
Sep-16	22
Oct-16	13

- (g) Over the past two months there have been issues with the software responsible for managing various aspects of the satellite network. The root causes are understood, fixes have been identified and we are in the process of rolling out new software to the network to improve stability and reliability.

The total number of network faults since launch is 325 with an average restoration time of 1.5 hours.

The total number of service faults raised by RSPs on behalf of end users since launch is 2,984, however it should be noted that this is likely to include multiple reports relating to the same network fault or issue.

- (h) Since launch total escalations related to connection issues are 1,484:

State	Escalated orders
ACT	2
NSW	536
NT	75
QLD	297
SA	112
TAS	82
VIC	237
WA	143
Total	1,484

- (i) In the month of October the average complaint closure time was 21.4 days. We do not track the time for the technician to attend site as this is not always required.

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Supplementary Budget Estimates Hearings October 2016

Communications Portfolio

NBN Co Limited

- (j) The Sky Muster system is designed to cover approximately 400,000 premises, with around 240,000 expected to connect.