

**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: 151**

**NBN Co Limited**

**Hansard Ref: Written, 31/10/2016**

**Topic: Local NBN issues**

**Senator Urquhart, Anne asked:**

1. How many complaints has NBN Co received about services in Cairns?
2. What is the source of FTTN congestion in Cairns?
3. What is the average time required to connect a service in Cairns?
4. Please provide a detailed overview of the engineering and network
5. When will residents of Picketts Valley on the Central Coast in NSW be able to connect to the NBN?

**Answer:**

1. While quantifying the complaints for Cairns since nbn has been rolled out would constitute an unreasonable call on nbn resources, we are able to advise that we have received 26 complaints in the Cairns region since 1 May 2016.
2. nbn has performed a series of checks and there is presently no evidence of congestion in the nbn™ network in the Cairns area. Any congestion experienced may have been attributable to RSP networks. A number of RSPs have upgraded their CVC configurations, which may decrease congestion for users.
3. The median lead time for activations in Cairns is 15 business days for home installations and seven business days for jumpers - where technicians only need to work at the pillar in the street and the end user does not need to be home. Our Wholesale Broadband Agreement SLAs are 14 business days for home installations and nine business days for jumpers.
4. Engineering and network in Cairns is consistent with engineering and network in equivalent areas in the nation and comprises a mix of Fibre to the Node (FTTN) and Fibre to the Premises (FTTP). Solutions such as FTTB and Compact Sealed Digital Subscriber Line Access Multiplexer (CSD) are deployed as part of the engineering mix within this footprint to address Multiple Dwelling Units (MDUs) where necessary.
5. Picketts Valley NSW spans across two service area modules, both of which are already in service. A small number of premises in the area are still not able to connect. Each premises is different and requires individual assessment of the most efficient and cost effective way to connect them to the nbn network. For many premises, this means that once connected, they will have access to a better internet service than initially may have been possible over the network.