

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

**Question No: 166**

**NBN Co Limited**

**Hansard Ref: Page 20, 25/11/2016**

**Topic: Monitoring providers letter**

**Senator Dastyari, Sam asked:**

**Senator DASTYARI:** Mr Morrow, you wrote a letter to the monitoring providers to advise that services over fibre to the node are not guaranteed to work in the event of a power outage or that there are some challenges around that. Is that correct?

**Mr Morrow:** That is correct.

**Senator DASTYARI:** When did you send that letter?

**Mr Morrow:** I do not recall the specifics. I can take that on notice and come back to you.

**Senator DASTYARI:** Was it this year or last year?

**Mr Morrow:** There was a letter that was sent this year.

**Senator DASTYARI:** It was sent this year. Again, you sent this out to a whole bunch of providers. I do not have a copy of it. Is that something you could provide the committee with, on notice?

**Mr Morrow:** I think we probably could. We will take that on notice and provide that. That was just a reminder. We have always been clear about how things work, and often we want to take extra precautions, especially when it comes to the safety and security of people across the country.

**Answer:**

nbn's power outage messaging was reinforced through a series of briefings provided to various monitoring providers in different sectors between October 2015 and February 2016, and the company continues to engage with monitoring providers to raise awareness of the power outage resilience of the nbn network.

Additionally, in the second half of 2015, nbn also sent letters to existing users reminding them that devices and services connected to the nbn network won't work during a power outage.

However, neither of these initiatives were our primary method of informing the public (including monitoring providers) – our primary method is a broad public communication program that openly publicises our power outage resiliency position.