

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: 173

NBN Co Limited

Hansard Ref: Page 32, 25/11/2016

Topic: Benchmarking

Senator Urquhart, Anne asked:

Senator URQUHART: So you deal with the retailer rather than with the customer?

Mr Morrow: Yes.

Senator URQUHART: So that metric is the bridge between you and the retailer?

Mr Morrow: Correct, yes.

Senator URQUHART: Is there a target for Sky Muster in terms of the customer experience metric?

Mr Morrow: No, because that is not what we would monitor with the retailers. But we do have a target for—

Senator URQUHART: So is it not set at 6.9 at the moment?

Mr Morrow: It is, but—

Senator URQUHART: That is the target?

Mr Morrow: Yes.

Senator URQUHART: So that is out of 10?

Mr Morrow: It is well benchmarked on there: 6.7 is actually a very high score. Typically, it is very seldom—

Senator URQUHART: Sorry; I am just trying to understand: it is out of 10, so it is a score out of 10?

Mr Morrow: I believe it is even out of eight. It is possible that it is 10, but I am happy to go back and look at that and provide you with some information.

Senator URQUHART: So it is 6.9 out of eight?

Mr Morrow: Again, let me come back to you and tell you what that is against. We benchmark against it. These are happy people—happy companies—dealing with NBN; that is a dramatic improvement from where we have been over the last couple of years.

Answer:

Customer Experience Metric is measured out of 10 and is a technology-agnostic measure of the RSP engagement with nbn.