

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: 182

NBN Co Limited

Hansard Ref: Page 57, 25/11/2016

Topic: Cairns – Copper – underlying problems

Senator Chisholm, Anthony asked:

Senator CHISHOLM: When there are complaints, and I will use Cairns as an example, does the NBN look at the quality of the copper if that is the issue?

Mr Morrow: Indeed. We are constantly testing and looking at various things. For example, even in the Cairns area, we did go out and run some tests on the network to see if there is any evidence of any congestion caused from the FTTN network itself, and the answer came back as no. If there is rain in an area that penetrated the copper cable, it will have an effect and it will slow down speeds but it will be constant on that, not just a busy period. That is a telling troubleshooting issue: if somebody is saying they are fine at noon but they have trouble at 6 pm when more people are going to be on the internet. In FTTN, that is more likely a question to ask the retailer about, 'Have you provisioned enough capacity to run through to deal with all of us as customers of the retailer,' because maybe they need to expand the CVC and maybe they need to build a bigger pipe that connects into our point of interconnect. Sometimes it is a modem of ours that is bad that needs replacing; sometimes there are other issues. Predominantly that is what we see if there is a congestion during a busy period that slows them down.

Senator CHISHOLM: In relation to Cairns, could you take on notice to look to see if there any underlying problems there?

Mr Morrow: We will.

Answer:

Please refer to part 2 of Question on Notice 151 from the Supplementary Senate Estimates hearing on 18 October 2016.

Senate Standing Committee on Environment and Communications
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Communications Portfolio
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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.