

Supplementary Budget Estimates 2017–18

Communications and the Arts Portfolio – Tuesday, 24 October 2017

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
1.	1.1	Chisholm	Broadcasting reform bill	<p>Senator CHISHOLM: Minister, did your office advise anyone in the industry that the bill was going to be introduced on a particular date?</p> <p>Senator Fifield: I'd have to check.</p> <p>Senator CHISHOLM: Was anyone given advance notice of the exact date the bill was going to be introduced? That's not information you have at hand at the moment?</p> <p>Senator Fifield: It's not. But we'll take that on notice and advise the committee.</p> <p>Senator CHISHOLM: If that was done, I'd also like to know when and which members of the broadcasting industry were notified.</p>	Page 23 24/10/17
2.	1.1	Chisholm	Network Ten voluntary administration	<p>Senator CHISHOLM: On 14 June, Network Ten announced it was going into voluntary administration. Was that something you became aware of just as it happened or did you have prior knowledge that that was going to be the case?</p> <p>Senator Fifield: If I was advised previously, it would have only been shortly before. But I'll just have to check on that.</p> <p>Senator CHISHOLM: When you say 'shortly before', do you mean hours, days?</p> <p>Senator Fifield: I'll have to check, but it wouldn't have been a matter of days.</p>	Page 24 24/10/17
3.	1.1	Dastyari	ABC & SBS funding	<p>Senator DASTYARI: I've got a lot of questions here but I'm not going to ask them because I'm very conscious of time. The final thing, I will place on notice, Mr Eccles, if you're able to get this information back. Minister, you've been quoted as saying that the ABC and SBS receive over \$1.3 billion in taxpayer funding. I assume that the department would have information available about what percentage of the \$1.3 billion is spent on salaries, what percentage is programming, what percentage is servicing regional areas, and what percentage is creating content and employing Australians. If you have a breakdown of those figures, that would be good.</p> <p>Mr Eccles: This is funding for the national broadcasters?</p> <p>Senator DASTYARI: Yes, and where that goes.</p> <p>Mr Eccles: I suspect that we do not have that level of granularity about their</p>	Page 32 24/10/17

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				<p>spending profile, but I will take it on notice and come back to you.</p> <p>Senator DASTYARI: If you're able to take that on notice and if you're able. I don't know what your internal processes are but, if that is not information that you have available, request that from the public broadcaster. But they may decide not to give that to you.</p> <p>Mr Eccles: We would be very happy to request that. If we don't have it, we will request it.</p>	
4.	1.1	Hanson-Young	New grants programs fact sheets	<p>Mr Eccles: It's a similar time frame for the three elements of the three new grants programs: the cadetships, the scholarships and the innovation fund. We will expect to have guidelines and detailed application information available very early in 2018. We have developed fact sheets on each of those, which are available to any interested parties.</p> <p>Senator HANSON-YOUNG: Could you give some copies of those to the committee?</p> <p>Mr Eccles: Certainly. I understand they're on our website.</p> <p>Senator HANSON-YOUNG: If someone could run them off today and hand them out, that would be helpful.</p> <p>Mr Eccles: Absolutely; we'll table those three fact sheets. We will work with a range of stakeholders. We're very keen to make these as practical and as targeted as possible, so that they achieve the outcomes sought. We'll be working with stakeholders to finalise some of the finer details of the guidelines. We expect the guidelines to be out very early in calendar year 2018 with a view to funding flowing in the financial year 2018-19 and beyond.</p>	Page 35 24/10/17
5.	1.1	O'Neill	Community Television	<p>Senator O'NEILL: Do you have an idea—perhaps the acting secretary may be able to help—of when the letter was sent and can you provide a copy?</p> <p>Mr Eccles: I'll find out very shortly.</p> <p>Senator O'NEILL: Thank you very much. Could you also confirm for me the dates of the round table that's proposed and what the agenda for that will be.</p> <p>Senator Fifield: We haven't set the dates for that yet, but we'll happily take on notice the agenda and when we're likely to have the round table.</p>	Page 40–41 24/10/17
6.	1.1	Xenophon	Lottoland	<p>Senator XENOPHON: Has the government ruled out taking any legislative action to restrict the operation of Lottoland in Australia?</p> <p>Senator Fifield: The government hasn't ruled anything out.</p>	Page 115 24/10/17

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				<p>Senator XENOPHON: You're aware of the complaints of small newsagents and family businesses and the impact it has on them and the potential impacts on problem gambling rates, given the very high laws. If you could take that on notice.</p> <p>Senator Fifield: Sure.</p>	
7.	1.1	Urquhart	NBN FOI	<p>Senator URQUHART: Mr Eccles, on 11 April 2017, the NBN chief engineer, Peter Ryan, announced the company would expand the fibre-to-the-curb footprint to a further 300,000 premises. I want to take you to an FOI request, 08/1718, which sought access to records held by the department in relation to the announcement by Mr Ryan on 11 April that NBN would expand fibre-to-the-curb on a further 300,000 premises. The FOI sought records exchanges either between the department and NBN or the department and the minister's office. The department responded to the request by saying, 'Despite thorough searches and inquiries within the department having been undertaken to locate documents falling within the scope of your request, no documents were found.' Was the department aware that NBN would be making that announcement on 11 April 2017?</p> <p>Mr Robinson: I would have to check. I believe we would have been aware, but I would have to take it on notice.</p>	Page 120 24/10/17
8.	1.1	Urquhart	NBN MYEFO statements	<p>Senator URQUHART: 240,000 premises in 2018 at \$7.10 comes out at around \$20 million. But the financial impact statement in the charge bill generates \$30 million. Can you explain why there's a difference in that? It's \$10 million.</p> <p>Mr Madsen: I don't have the figures in front of me. I think I'd have to take that on notice.</p> <p>...</p> <p>Senator URQUHART: Surely you could explain what that difference of \$10 million is? It can't be that hard.</p> <p>Mr Madsen: It is a complex calculation. I think I'd have to take it on notice.</p> <p>Senator URQUHART: Would you agree that there is definitely a difference of some significant amount? Because of the difference in the numbers of the premises?</p> <p>Mr Madsen: I'd have to have a look at the numbers that you're referring to.</p> <p>Mr Robinson: We can certainly take that on notice and provide the basis of the calculation</p>	Page 123 & 124 24/10/17

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				<p>...</p> <p>Senator URQUHART: Do you know how many business lines?</p> <p>Mr Madsen: I'd have to take that on notice</p> <p>...</p> <p>Senator URQUHART: Does the amount of \$240,000 SIOs in 2018—it's a simple question: does this amount to \$240,000 SIOs in 2018?</p> <p>Mr Madsen: I'd have to take that on notice—I don't have the figures in front of me for the calculation of premises for each year of the scheme.</p> <p>Senator URQUHART: Even for 2018?</p>	
9.	1.1	Hanson	Telstra – profit	<p>Senator HANSON: Telstra—what sort of profit would they make? I think it's about \$6½ billion a year. Would it be that? They make a profit.</p> <p>Mr Robinson: I'd have to check.</p>	Page 125 24/10/17
10.	1.1	Urquhart	Copyright consultation	<p>1 When will the consultation begin on copyright exceptions and what is the expected time for conclusion of this consultation process?</p> <p>2 What steps will the Government take on this matter once it has completed the consultations?</p>	Written 02/11/17
11.	1.1	Griff	Telstra's USO	<p>1. Besides bringing all aspects of the TUSOPA under the remit of the 'Consumer Protection Branch', how else has the Department improved its management and reporting of the TUSOPA – especially in the wake of the ANAO report? Has this had any practical effect that the Department can demonstrate?</p> <p>2. As mentioned during Estimates, the work of the USO Taskforce will continue for the next 12 months. Can you advise what work the taskforce has done to date and where things are currently at? Has the Taskforce made any recommendations to date?</p> <p>3. In the ANAO report, the Department's letter to the Auditor-General (from Secretary Heather Smith) states that the cost of maintenance of the copper network "is likely" to increase over time and "it is not clear to the Department how the ANAO reached its conclusion that the TUSOPA does not reflect value for money".</p> <p>a. Does the Department agree that the TUSOPA does not reflect value for money? If not, does the Department have evidence that the TUSOPA does represent value for money, especially going forward? If so, could you please provide this?</p> <p>b. Does the Department have information on the current and future costs of</p>	Written 02/11/17

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				<p>maintenance of the copper network during the life of the USO? If not, on what basis does the Department suggest that maintenance costs are likely to increase?</p> <p>4. Is there any prospect that at the end of the current USO the Department might move to a universal service protection of broadband internet and mobile services which are now the dominant forms of communication? Or is it envisaged that the proposed 'Statutory Infrastructure Provider' obligations to be imposed on the NBN will cover this?</p>	
12.	1.1	Urquhart	Broadcasting Legislation Amendment (Broadcasting Reform) Bill 2017	<p>a) What Government Department/s and/or agencies were responsible for providing drafting instructions for the Broadcasting Reform Bill?</p> <p>b) What Government Department/s and/or agencies were responsible for drafting the Broadcasting Reform Bill?</p> <p>c) On what date/s were drafting instructions for the Broadcasting Reform Bill given to the drafters of the Bill?</p> <p>d) On what date/s was drafting of the Bill finished by the drafters?</p> <p>e) On what date/s was the Bill ready for the Minister?</p> <p>f) On what date/s was the Bill finalised and ready for introduction into Parliament?</p>	Written 06/11/17
13.	1.1	Urquhart	Level of media diversity in Australia	<p>a) What, if anything, does the Department do to measure, assess, record and/or report on the level of media diversity/pluralism in Australia at present?</p> <p>b) How does the Department currently measure, assess, record and/or report on the level of media diversity/pluralism in Australia?</p> <p>c) Is the Department doing any work to change or adapt the way it measures, assesses, records and/or reports on media diversity/pluralism in Australia?</p> <p>d) What, if any, new measures might the Department use to measure, assess, record and/or report on media diversity/pluralism in Australia?</p>	Written 06/11/17
14.	1.1	Urquhart	Competitive neutrality inquiry into national broadcasters	<p>a) What, if any, input or involvement does the Department have in the Government's competitive neutrality inquiry into the national broadcasters (the ABC and SBS)?</p> <p>b) What is the Department's understanding of the principle of competitive neutrality?</p> <p>c) How does the principle of competitive neutrality apply to the ABC and SBS?</p> <p>d) What regulatory and policy guidance is there to assist the Government and the competitive neutrality inquiry in forming a view on what level of competition between the national broadcasters and the commercial broadcasters is reasonable</p>	Written 06/11/17

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				and/or unreasonable? e) Twice in recent years the Government has introduced a bill to permit a greater level of advertising/product placement on SBS and currently the SBS is to be subject to the competitive neutrality inquiry in the national broadcasters. What is the Government's objective for the SBS with respect to the amount of advertising and product placement it carries versus the amount of public funding it receives?	
15.	1.1	Urquhart	Communications policy roadmap	a) In October 2016, the then Secretary of the Department, Dr Heather Smith PSM delivered an address to the IPAA stating that the Minister had asked the Department to 'begin work on – to think about a communications policy roadmap centred on a principles-based framework for communications policy'. a. What is the status of work on the roadmap? b. What operational area is responsible for work on the roadmap? c. Is the roadmap being used to inform a Program of work in the Communications Portfolio? d. Has the roadmap been supplied to the Minister or the ACMA for consideration? e. When will the roadmap be published by the Department? f. Does the 'roadmap' signal a shift in Government policy from funding public broadcasters to funding commercial media?	Written 06/11/17
16.	1.1	Urquhart	Spectrum Reform	a) Will the Department release draft Ministerial Policy Statements with the release of the next iteration of the Exposure Draft of the Radiocommunications Bill? If yes, on what topics; If no, why not? b) What, if anything, precludes the release of draft Ministerial Policy Statements with the next iteration of the Exposure Draft of the Radiocommunications Bill? c) What level of discretion does the Department have in deciding whether to release draft Ministerial Policy Statements with the next iteration of the Exposure Draft of the Radiocommunications Bill? d) What, if any, are the risks in (a) releasing; and (b) not releasing draft Ministerial Policy Statements with the next iteration of the Exposure Draft of the Radiocommunications Bill?	Written 06/11/17
17.	1.1	Urquhart	ACMA Review	a) How many recommendations of the ACMA Review have been implemented? b) Have WRC responsibilities been formally transferred?	Written 06/11/17
18.	1.1	Urquhart	NBN Levy - Enterprise	a) Where did the Government obtain its estimate of the number of enterprise and corporate services for the purposes of the NBN levy?	Written 06/11/17

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				b) On what date were those assumptions acquired?	
19.	1.1	Urquhart	Budget advice	Has the Department received advice from Finance in the last six months on the budget treatment of the NBN if it were to be written down?	Written 06/11/17
20.	1.1	Urquhart	NBN 2018 Corporate Plan	a) What was the Department's role in reviewing the 2018 NBN Corporate Plan? b) What external advisory was engaged to provide an independent assessment on the assumptions underpinning the Corporate Plan? If there was an external advisory, i. For how many years has this advisory body been engaged to review NBN Corporate plans? ii. What other NBN engagements has this advisory been involved in dating back to 2013? iii. Who engages the advisory body – the Commonwealth or NBN? iv. What was the value of the procurement? i. Please provide contract IDs for each year (including 2013, 2014, 2015, 2016 and 2017)	Written 06/11/17
21.	1.1	Urquhart	2013 Strategic Review	a) Does the Government consider the 2013 Strategic Review is the best available estimate to the Commonwealth, as the shareholder of NBN, as to the assumptions underpinning the NBN business case beyond FY2022? b) Has the Department initiated any studies, or take its own advice independent of the NBN Corporate Plan process, on the exposure of the multi-technology mix to wireless competition?	Written 06/11/17
22.	1.1	Urquhart	NBN Ministerial correspondence	a) How many NBN Ministerials were received in FY16-17? Please break down by month. b) How many have been received in FY17-18 to date? Please break down by month.	Written 06/11/17
23.	1.1	Urquhart	NBN briefs	a) How many NBN related briefs went to the Minister for decision in FY16-17? Please break down by month. b) How many NBN related briefs have gone to the Minister in FY17-18 to date? Please break down by month.	Written 06/11/17
24.	1.1	Urquhart	NBN electorate briefs	a) Please list the dates for every batch NBN electorate briefs which have been provided by the Department to the Minister's office on request in calendar year 2017 to date. b) Please identify which briefs included data about FTTC deployment. c) Please provide a copy of the most recent batch of electorate briefs (as per FOI	Written 06/11/17

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				disclosure log A106-2017).																																																																									
25.	1.1	Urquhart	Standard responses	Please table a copy of the standard response used by officials in relation to the cost of the NBN.	Written 06/11/17																																																																								
26.	1.1	Urquhart	Breakdown of technology in each state and territory	<p>Based on the latest geospatial rollout data received by the Department (i.e. that which feeds into state and electorate NBN rollout briefs) please provide the following:</p> <p>a) Breakdown of projected RFS for premises in the rollout plan by state/technology</p> <table border="1"> <thead> <tr> <th></th> <th>ACT</th> <th>NSW</th> <th>VIC</th> <th>QLD</th> <th>WA</th> <th>TAS</th> <th>SA</th> <th>NT</th> </tr> </thead> <tbody> <tr> <td>FTTP</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>FTTP – Greenfield</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>HFC</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>FTTN/B</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>FTTC</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>FW</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>SAT</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		ACT	NSW	VIC	QLD	WA	TAS	SA	NT	FTTP									FTTP – Greenfield									HFC									FTTN/B									FTTC									FW									SAT									Written 06/11/17
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27.	1.1	Urquhart	QON 300 Additional Estimates – Spill over	<p>In relation to the following electorate briefs from QON300 lodged in March 2017.</p> <p>Answer:</p> <p>Electorate briefs have been provided by the Department to the Minister’s Office on request. For the period 2 July to 30 November 2016 electorate briefs were prepared for the Minister’s Office on the following dates:</p> <ul style="list-style-type: none"> - 20 July 2016 - 4 August 2016 - 22 August 2016 - 13 September 2016 - 23 September 2016 - 12 October 2016 - 3 November 2016 - 30 November 2016 <p>Please confirm which of these briefs contained the rollout comparisons between</p>	Written 06/11/17																																																																								

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				September 2013 and the time the brief was produced (as the per the comparison contained in FOI Disclosure Log A106-2017).	
28.	1.1	Urquhart	Organisational chart	Please provide latest org chart up to branch level.	Written 06/11/17
29.	1.1	Urquhart	Vertigan Review	The Vertigan review contains the following passages on page 11 and 12: “is primarily the result of net costs of providing fixed wireless and satellite services of \$4.2 billion” And “Providing fixed wireless and satellite services costs nearly \$5 billion” a) What is the difference between the \$4-5 billion estimates in the Vertigan Review and the \$9 -10 billion figure estimated through the BCR study? b) Please confirm the time horizon over which the net costs of Fixed Wireless and Satellite were estimated in the Vertigan Review. Why does the BCR study report a figure that is almost double? Please outline the key methodological differences.	Written 06/11/17
30.	1.1	Urquhart	Credit rating	Has the Commonwealth or NBN sought a credit rating since the decision by Government to extend a loan?	Written 06/11/17
31.	1.1	Urquhart	Accommodation	The Department recently relocated offices in the ACT. Does the Department subsidise parking for staff at the new offices?	Written 06/11/17
32.	1.1	Urquhart	Spelling of NBN	a) Where did the idea to spell NBN as nbn originate? Was the Department and/or former Minister consulted or was this solely a decision of NBN Co? b) Does the Department provide staff with any Style Guides, Tip Sheets or other documents to assist them most efficiently ensure nbn is uniquely bolded throughout a document? If so, please provide.	Written 06/11/17
33.	1.1	Urquhart	Project office	What projects have been undertaken by the project office since July 2016? Please list completed projects and ongoing projects.	Written 06/11/17
34.	1.1	Urquhart	Internal audit	a) Please list each internal audit undertaken in FY16-17 b) Please list internal audits completed in FY17-18 to date.	Written 06/11/17
35.	1.1	Urquhart	National map	a) Can the Department make available the locations of NBN fixed-wireless towers on a national map? If so, please provide. b) Does the Commonwealth have information gathering abilities that would enable it to make mobile voice coverage available on national map? If so, please provide.	Written 06/11/17

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				<p>c) Does the Department receive NBN rollout data in a file format that can be displayed on national map? Or could be converted to be displayed on national map? If so, please provide.</p> <p>d) Can the Department make available a snapshot of NBN rollout progress at 6 month intervals that would either be available on national map? Or could be uploaded onto national map? If so, please provide.</p>	
36.	1.1	Urquhart	TIO complaints	Is the Department of the view that TIO complaints regarding the NBN are growing broadly in line with the number of new services?	Written 06/11/17
37.	1.1	Urquhart	Industry NBN roundtable	<p>a) Has the Department attended the NBN industry roundtables?</p> <p>b) How many roundtables have been held to date? Please provide a list of participants/organisations for each, including venue and dates.</p> <p>c) When is the next round table scheduled?</p>	Written 06/11/17
38.	1.1	Urquhart	Mobile Black Spot Program	<p>a) How many of the 499 Round 1 base stations announced in 2013 have been built and are currently operational?</p> <p>b) How many of the 429 Round 1 base stations being built by Telstra are currently operational?</p> <p>c) How many of the 70 Round 1 base stations being built by Optus are currently operational?</p> <p>d) How many of the 266 Round 2 base stations announced in 2015 are currently operational?</p> <p>e) Are there any milestones for the commencement of construction and commencement of operations of base stations built under the Mobile Black Spot Program? If yes, what are they?</p> <p>f) How many base stations have been funded in Tasmania under the mobile black spot program, where are they located and which ones are currently operational? Please provide information under each round. For the base stations not currently operational, please provide the estimated date they will be operational.</p> <p>g) How many base stations have been funded in New South Wales under the mobile black spot program, where are they located and which ones are currently operational? Please provide information under each round. For the base stations not currently operational, please provide the estimated date they will be operational.</p> <p>h) How many base stations have been funded in Queensland under the mobile black spot program, where are they located and which ones are currently</p>	Written 06/11/17

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				<p>operational? Please provide information under each round. For the base stations not currently operational, please provide the estimated date they will be operational.</p> <p>i) How many base stations have been funded in South Australia under the mobile black spot program, where are they located and which ones are currently operational? Please provide information under each round. For the base stations not currently operational, please provide the estimated date they will be operational.</p> <p>j) How many base stations have been funded in Western Australia under the mobile black spot program, where are they located and which ones are currently operational? Please provide information under each round. For the base stations not currently operational, please provide the estimated date they will be operational.</p> <p>k) How many base stations have been funded in Northern Territory under the mobile black spot program, where are they located and which ones are currently operational? Please provide information under each round. For the base stations not currently operational, please provide the estimated date they will be operational.</p> <p>l) How many base stations have been funded in ACT under the mobile black spot program, where are they located and which ones are currently operational? Please provide information under each round. For the base stations not currently operational, please provide the estimated date they will be operational.</p> <p>m) How many base stations have been funded in Victoria under the mobile black spot program, where are they located and which ones are currently operational? Please provide information under each round. For the base stations not currently operational, please provide the estimated date they will be operational.</p> <p>n) At Budget Estimates [reference Senate Estimates Hansard 24/5/17, page 102] Mr Paterson told the Committee that there was \$2.1 million of Commonwealth money in the unspent pool for Telstra. Is that still the case or has any of that money been allocated to other base stations? How much is currently in that fund?</p> <p>o) Is the Mobile Black Spots Program still on track to have 765 base stations (ie, Rounds 1 & 2) operational by this time next year?</p> <p>p) How many of the Round 1 base stations will have more than one mobile</p>	

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				<p>network operator co-located on the base station? Please provide details of which mobile network operators are co-locating on which mobile network operators base station.</p> <p>q) How many of the Round 2 base stations will have more than one mobile network operator co-located on the base station? Please provide details of which mobile network operators are co-locating on which mobile network operators base station.</p> <p>r) In the answer to Question on Notice 287 from Budget Estimates, only 116 of the 125 Government Priority Location are on the Mobile Black Spot Database – what was the criteria for funding the other 9 that aren't on the database?</p> <p>s) Please provide the locations of each of these 9 mobile black spots that are not on the Mobile Black Spot program database.</p>																																	
39.	1.1	Urquhart	National Relay Service	<p>a) Please list dates of when the NRS National Advisory Committee has met.</p> <p>b) Please confirm what the envisaged price ceiling / cap is for the NRS tender?</p> <p>c) Please provide NRS expenditure (\$m) for the following financial years broken down by relay and outreach</p> <table border="1" data-bbox="1016 794 1944 963"> <thead> <tr> <th></th> <th>2010-11</th> <th>2011-12</th> <th>2012-13</th> <th>2013-14</th> <th>2014-15</th> <th>2015-16</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>Relay</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Outreach</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>d) For the same years please provide a breakdown of outbound call minutes by each key NRS service category (i.e. TTY, internet relay, video relay etc).</p> <p>e) Please confirm the estimated funding reduction that would be achieved by the tender.</p> <p>f) Will the reduction in funding require a reduction in the scope, quantum or availability of NRS services currently being accessed by legitimate users?</p> <p>g) Is the Department concerned the NRS is being used by Australians who are not Deaf, hearing impaired or speech impaired? If yes, does the Department have an estimate as to what proportion of call minutes this is generating?</p> <p>h) Has the Department undertaken any research or analysis to compare per capita funding for telecommunications relay services in different jurisdictions? If yes, what were the results?</p>		2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	Relay								Outreach								Total								Written 07/11/17
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40.	Australia Post	Urquhart	Mail Call	Senator URQUHART: December 2016—thank you. Does Mail Call operate	Page 44																																

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				<p>within the Australia Post business unit, or is it part of StarTrack? Ms Corbett: So StarTrack is part of Australia Post. Senator URQUHART: Yes, I understand that, but which section does Mail Call operate? Ms Corbett: It operates as part of our parcel division which we trade under our StarTrack brand. Senator URQUHART: So I believe there are about 250 staff at Mail Call? Ms Corbett: I'm happy to take that on notice—I haven't got those exact details, but it sounds about right.</p>	24/10/17
41.	Australia Post	Urquhart	Mail Call – employee conditions	<p>Senator URQUHART: at Mail Call are employed by Australia Post as employees, contractors or sole traders? Ms Corbett: That's correct. Senator URQUHART: So is that a combination of— Ms Corbett: It would be a combination across. If you look at our parcels business generally, generally how the industry works is it is a combination of fixed-term employees as well as contractors and subcontractors. Senator URQUHART: So, are these workers paid superannuation? Ms Corbett: I'm happy to take any details on notice with respect to specific Mail Call employees. I don't have those details to hand at the moment. Senator URQUHART: So you do not know if they're paid superannuation. Are they provided sick leave or any other type of leave? Ms Corbett: I'm happy to take all of your Mail Call questions on notice; I just don't have that information to hand, Senator. Senator URQUHART: Do you know what the terms are that they have been offered employment within Australia Post? Ms Corbett: Again, I'll take that on notice and get all those answers for you. Senator URQUHART: So you don't know what their terms and conditions are? Has Australia Post undertaken any audit or assessment of the income received by these workers? Do you know how much they're getting paid? Ms Corbett: Again, I will take that on notice and get that answer for you—I'm not aware. Senator URQUHART: So you don't know whether their income is commensurate with what would be expected under an award minimum wage for the number of hours worked and reasonable costs incurred?</p>	Page 45 24/10/17

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				<p>Ms Corbett: I'll take that on notice.</p> <p>Senator URQUHART: Can you take that on notice as well. Can you also confirm whether or not these workers are required to own their own vehicles—do you know that?</p> <p>Ms Corbett: I'm happy, as I said: everything with respect to Mail Call, with regard to employment conditions—</p> <p>Senator URQUHART: You don't have anyone here at the table that's able to answer that?</p> <p>Ms Corbett: We don't have that information to hand at the moment, but we will have it back in our business, so I'm very happy to provide that to you.</p>	
42.	Australia Post	Urquhart	Mail Call- Delivery vehicles	<p>Senator URQUHART: Okay. I'm also interested in terms of the vehicles—if they are required to own their own vehicles, are they then, obviously, responsible for maintenance, fuel et cetera; and how is that actually compensated to them? If you can get that detail as well. Can you confirm whether the existing employees of Mail Call have been told that they must become a company and be engaged on those terms, otherwise they won't be given any further work?</p> <p>Ms Corbett: I'm not aware of that, Senator.</p> <p>Senator URQUHART: Is anyone else at the table with you?</p> <p>Ms Corbett: We're not aware of that but, again, we're happy to get those answers for you.</p> <p>Senator URQUHART: So you'll be able to get those answers back today?</p> <p>Ms Corbett: Yes, we'll make sure someone gets those answers for you.</p>	Page 45 24/10/17
43.	Australia Post	Urquhart	Australia Post subsidiaries	<p>Ms Corbett: A significant number of those would come under and, as a result of, the acquisition of StarTrack.</p> <p>Senator URQUHART: So there are about 20 related to StarTrack.</p> <p>Ms Corbett: There would be a minimum of.</p> <p>Senator URQUHART: And then there are 31 others.</p> <p>Ms Corbett: There'd be a minimum of so, again, I'm happy to get someone to count those up, while I can answer your other questions, if you like, so we've got the precise number for you.</p> <p>Senator URQUHART: All of these subsidiaries are, as I understand, proprietary limited companies with only some that are required to lodge financial statements with ASIC. Is that correct?</p> <p>Ms Corbett: The majority are proprietary limited companies and, yes, they do</p>	Page 47 24/10/17

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				<p>come under the ASIC ruling as a result.</p> <p>Senator URQUHART: How many of them come under the ASIC ruling?</p> <p>Ms Corbett: Again, I'm happy to take that on notice and count them up directly for you.</p> <p>Senator URQUHART: But there are some that are not required, as I understand, to lodge financial statements with ASIC?</p> <p>Ms Corbett: That is correct.</p> <p>Senator URQUHART: Minister, do you think it's appropriate that a Commonwealth entity makes extensive use of proprietary limited companies therefore not having to report to ASIC?</p> <p>Senator Fifield: I'd need to look at the proposition that you're putting forward and what you think is lacking in what Australia Post does.</p> <p>Senator URQUHART: So you think it's okay for companies to set up and not then have to report to ASIC when they are in fact a part of a Commonwealth entity?</p> <p>Senator Fifield: I'll need to look more closely at what the structure is and, if there's a particular concern that you're putting forward—</p> <p>Senator URQUHART: There is, yes. So you're happy to follow that up and come back on notice?</p> <p>Senator Fifield: You've asked that that be looked at and that we seek further advice from Australia Post as to why they've structured the way that they have.</p>	
44.	Australia Post	Urquhart	Subsidiary company directors	<p>Senator URQUHART: I look forward to getting that back. Do the directors receive payments?</p> <p>Ms Corbett: These companies are Australia Post-run companies, so no.</p> <p>Senator URQUHART: So they would be run—</p> <p>Ms Corbett: For example, I sit, as a director, on a number of these companies, and no additional payment is received.</p> <p>Senator URQUHART: Is that the same for everyone that has directors on those companies?</p> <p>Ms Corbett: For all Australia Post executives, there is no additional funding being received.</p> <p>Senator URQUHART: What about additional people? Are there others? Are</p>	Page 47–48 24/10/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				you able to provide maybe a list of who sits on those companies as directors? Ms Corbett: Certainly.	
45.	Australia Post	Urquhart	Subsidiaries – financial statements	Senator URQUHART: Could you also provide the committee with financial statements for each subsidiary and trust? I'm happy for you to take that on notice. Ms Corbett: Happy to take it on notice.	Page 48 24/10/17
46.	Australia Post	Smith	Same Sex Marriage survey	Senator SMITH: What percentage of addresses did Australia Post deliver to? Ms Corbett: Sixteen million surveys were sent out. I'm happy to take on notice how many households they went to, but 16 million addressed letters went out as a result of the survey. I will get the exact figure of how many households were on a delivery point. I'll take that on notice for you, Senator. Senator SMITH: Let's look at it differently. How many delivery points were not delivered to? Ms Corbett: I'll take that on notice, Senator.	Page 48 24/10/17
47.	Australia Post	Smith	Same Sex Marriage survey	Senator SMITH: Congratulations. More significantly, though, how many 'return to sender' surveys did you receive? Ms Corbett: I'm happy to take that on notice. I don't have those details to hand. The 'return to sender' items obviously would be a question for ABS, because those—	Page 49 24/10/17
48.	Australia Post	Abetz	Compliance	1. Has Australia Post received correspondence from the ACCC requiring compliance with the Unfair Contract Legislation? 2. Is it correct Australia Post will need to be fully compliant by 12/11/17? Please advise progress.	Written 31/10/17
49.	Australia Post	McKim	Customer Privacy	1. Is Australia Post confident in its customer privacy policies and practices? 2. Wouldn't public access, through parcel tracking, of customer and supplier details, including signatures, pose a significant risk for identity theft?	Written 06/11/17
50.	Australia Post	McKim	Payments to Licensed Post Offices and Contractors	1. Has the Government conducted any studies on payments to Licensed Post Offices found to unfair or unreasonable, and to determine what an appropriate payment rate should be, since the 2013-14 Senate Inquiry Performance, importance and role of Australia Post in Australian communities and its operations in relation to licensed post offices? 2. If so, what has the Government done to address and/or compensate the unremunerated costs inflicted upon Licensed Post Offices and Contractors providing services on behalf of Australia Post?	Written 06/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																																	
				3. If not, why not?																																		
51.	Australia Post	Urquhart	Annual report – mail volumes	In reference to annual reports published by Australia Post over the past few years a) Please explain the difference between mail volumes and reserve services letter volumes. What makes up each category? b) What was peak mail in 2007-08?	Written 06/11/17																																	
52.	Australia Post	Urquhart	Mail volumes	Please complete the following table <table border="1" data-bbox="1019 507 1951 842"> <thead> <tr> <th></th> <th>2007-08</th> <th>2008-09</th> <th>2009-10</th> <th>2010-11</th> <th>2011-12</th> <th>2012-13</th> <th>2013-14</th> <th>2014-15</th> <th>2015-16</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>Mail volumes (m)</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>Reserve Services Letter Volumes</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </tbody> </table>		2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	Mail volumes (m)											Reserve Services Letter Volumes											Written 06/11/17
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Mail volumes (m)																																						
Reserve Services Letter Volumes																																						
53.	Australia Post	Urquhart	Retail revenue	a) Retail revenue was provided as an operating segment from 2006-07 to 2014-15. Why was this no longer reported in the 2015-16 and 2016-17 annual reports? b) Please complete the following table <table border="1" data-bbox="1019 986 1951 1093"> <thead> <tr> <th></th> <th>2015-16</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>Retail revenue</td> <td></td> <td></td> </tr> <tr> <td>Retail earnings</td> <td></td> <td></td> </tr> </tbody> </table>		2015-16	2016-17	Retail revenue			Retail earnings			Written 06/11/17																								
	2015-16	2016-17																																				
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Retail earnings																																						
54.	Australia Post	Urquhart	Definitions	a) What is a reserved service? Please list the products which fall into this category. b) What is a regulated mail service? Please list the products with fall into this category. c) What is the difference between earnings from regulated mail services and earnings from letters?	Written 06/11/17																																	
55.	Australia Post	Urquhart	Demographic of workforce	a) What is the average retirement age of a worker within Australia Post over FY16-17? b) Please provide a breakdown of Australia Post employees by age cohort.	Written 06/11/17																																	

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing															
				Preferable in 5 or 10 year blocks.																
56.	Australia Post	Urquhart	Employee wage costs	Employee wage costs appear to have increased from \$2.9b in FY2015-16 to 3.0b in FY16-17. What has driven this increase?	Written 06/11/17															
57.	Australia Post	Urquhart	Reduction in letters	Please confirm the forecasted rate of compound annual decline in letter volumes over the next five years.	Written 06/11/17															
58.	Australia Post	Urquhart	Australia Post app	a) How many people have downloaded the Australia Post app? b) How many people have registered an Australia Post account online?	Written 06/11/17															
59.	Australia Post	Urquhart	Star Track	Have accounts for Star Track been integrated into Australia Post? Or do they have separate accounts?	Written 06/11/17															
60.	Australia Post	Urquhart	Marriage equality postal survey	Please provide a breakdown of the ballots returned to the ABS by state and territory, and please also express as a percentage of total delivery points.	Written 06/11/17															
61.	Australia Post	Urquhart	Proportion of under 2kg parcels delivered by posties	For parcels below 2kg please confirm what % are delivered by posties and what % are delivered by contractors <table border="1"> <thead> <tr> <th></th> <th>2013-14</th> <th>2014-15</th> <th>2015-16</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>% posties</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>% contractors</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		2013-14	2014-15	2015-16	2016-17	% posties					% contractors					Written 06/11/17
	2013-14	2014-15	2015-16	2016-17																
% posties																				
% contractors																				
62.	Australia Post	Urquhart	Proportion of all parcels delivered by posties	Please confirm what % of parcels are delivered by posties and what % are delivered by contractors <table border="1"> <thead> <tr> <th></th> <th>2013-14</th> <th>2014-15</th> <th>2015-16</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>% posties</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>% contractors</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		2013-14	2014-15	2015-16	2016-17	% posties					% contractors					Written 06/11/17
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63.	Australia Post	Urquhart	Accounting rules – cost allocation	Please describe, in detail, the accounting rules which govern cost allocation and rebalancing of operational and capital expenditure between the letters and parcels business.	Written 06/11/17															
64.	Australia Post	Urquhart	Asia	How much revenue did Australia Post generate from Asia in 2014-15, 2015-16 and 2016-17?	Written 06/11/17															
65.	Australia Post	Urquhart	Mail Call	a) How many Mail Call employees were there at the time Australia Post acquired the company through the Aramex deal? a. How many people were employees of Mail Call and are now contractors of Australia Post? b) Are contractors paid in line with the minimum wage after deducting for expenses?	Written 06/11/17															

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>c) Were unincorporated MailCall employees required to incorporate?</p> <p style="padding-left: 40px;">a. What are the implications for superannuation obligations when employees are required to incorporate?</p> <p>d) How many contracts does Australia Post have in place with former Mail Call employees?</p> <p>e) Have any independent or internal audits been undertaken to assess compliance of how Mail Call employees have been integrated into the Australia Post business?</p> <p>f) Of the former Mail Call employees invited to contract with Australia Post, how many did so? Please provide the total number.</p> <p>g) How much in termination payments has been made to former MailCall employees? And to how many individuals?</p>	
66.	Australia Post	Urquhart	Digital Mailbox	Despite all the fanfare from the previous CEO when it was launched, the Digital Mailbox product was turned off earlier this year and the replacement Bill Scanner is live in BETA phase. I am advised that Australia Post employees lost all access to old payslips when Digital Mailbox was closed (if they hadn't downloaded them before the closure date) and Australia Post is not providing hard copies of future payslips. Why is Australia Post preventing employees from accessing paper copies of payslips?	Written 06/11/17
67.	Australia Post	Urquhart	Electric assisted pushbikes	How many motorcycle rounds have been converted to Electric assisted pushbike? Please provide a state by state breakdown and as a percentage of rounds state by state.	Written 06/11/17
68.	Australia Post	Urquhart	Incidents	How many incident reports (P400) have been submitted nationwide in the past 2 financial years? Please provide a state by state breakdown for each month.	Written 06/11/17
69.	Australia Post	Urquhart	Compensation Claims	<p>a) For submitted compensation claims in the past 2 financial years how many as a percentage and as a total:</p> <p style="padding-left: 40px;">a. Accepted at initial stage</p> <p style="padding-left: 40px;">b. Accepted at reconsideration stage</p> <p style="padding-left: 40px;">c. Accepted before AAT hearing</p> <p style="padding-left: 40px;">d. Accepted by AAT</p> <p style="padding-left: 40px;">e. Other</p> <p>b) How much has Australia Post paid back to Medicare for Compensation Claims that were accepted in 2016/2017?</p>	Written 06/11/17
70.	Australia Post	Urquhart	Authority to Deliver	What procedures and appeal rights are available for parcel drivers employed by	Written

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			cancellation	head contractors who have their "Authority to Deliver" cancelled by Australia Post management.	06/11/17
71.	Australia Post	Urquhart	Superannuation	Please confirm the default accumulation superannuation funds available to new Australia Post employees.	Written 06/11/17
72.	Australia Post	Urquhart	Subsidiaries	a) Please provide the list of directors for each subsidiary company and any fees paid to these directors for financial years 15-16, 16-17 and 17-18 (part). b) Please provide the financial statements for each subsidiary and trust for 15-16 and 16-17.	Written 06/11/17
73.	Australia Post	Urquhart	Level of complaints	Australia Post has now provided information in its annual report on complaints received through its call centres. See page 23. a) The annual report only provides complaint numbers received through the call centre. How are over the counter complaints recorded? b) If they are not recorded in the call centre complaints, can you provide the committee with an estimate of the number of over the counter complaints for financial years 12-13 through 16-17? c) Complaints concerning parcel delivery have increased seven fold since 13-14 and over 20% between FY 16 and 17. What are the main factors contributing to the increase in the number of parcel complaints? What is Australia Post doing to improve the parcel customer experience? d) The annual report states that 'we have made it easier for customers to get in touch with us'. What has been done?	Written 06/11/17
74.	Australia Post	Urquhart	High rise development in Melbourne	In July it was reported that Australia Post sold its interest in a Melbourne commercial development which was to house the Victorian Police headquarters. It sold because it does not have the ability under its Act to undertake such a project. a) Has Australia Post now divested itself of all interest in this project? b) How much money did Australia Post spend on this project? c) Did Australia Post make a profit or loss following the sale? d) Why did Australia Post enter into this project when it had no remit to do so? e) When was this reported to the Minister?	Written 06/11/17
75.	Office of the eSafety Commissioner	O'Neill	Criminal penalties	Senator Fifield: I think it's important that there are a range of options. There is already, at Commonwealth level, the offence to use a carriage service in a menacing, harassing or offensive way. In division 474 of the Criminal Code the maximum penalty is three years imprisonment and/or a fine of up to \$32,000.	Page 51 24/10/17

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				<p>Senator O'NEILL: But the sector has given some considerable feedback on that not being a very elegant, direct or used piece of legislation.</p> <p>Senator Fifield: There have been 884 charges proven against 410 defendants, including a number of cases in relation to image based conduct. Also, I think it's important to recognise that—</p> <p>Senator O'NEILL: Over what period of time are those figures?</p> <p>Senator Fifield: I'll have to check that period of time. We'll do that for you.</p>	
76.	Office of the eSafety Commissioner	O'Neill	Online Safety Consultative Working Group	<p>Ms Inman-Grant: As I didn't articulate very well before, but I'll try to rearticulate, we did a major media blitz. Using both traditional media, where we reached about four million Australians, and social media, we've reached a footprint of about 20 million. So we'll continue doing public-awareness-raising exercises. We have a group called the Online Safety Consultative Working Group, which is made up of industry, law enforcement, NGOs, people who work in the sector, as well as certified providers that we're using as our foot soldiers to get the word out.</p> <p>Senator O'NEILL: Would you be able to provide a list of that group?</p>	Page 53 24/10/17
77.	Office of the eSafety Commissioner	O'Neill	Cyber Bullying complaints	<p>Senator O'NEILL: Your annual report of 2016-17 states the office received 305 complaints about serious cyber bullying between 1 July 2015 and 30 June 2017, which you indicated was an increase of 63 per cent on last year. What proportion of those were resolved under tier 1 of the scheme and what proportion were resolved under tier 2?</p> <p>Ms Inman-Grant: I will have to take that question on notice, but my guess is the majority of those were in tier 2.</p>	Page 53 24/10/17
78.	Office of the eSafety Commissioner	Kakoschke- Moore	Children and online gambling	<p>Senator KAKOSCHKE-MOORE: . I want to ask some questions in relation to children and online gambling. Has your office received any complaints or inquiries from parents about children accessing online gambling?</p> <p>Ms Inman-Grant: I may have to take that on notice, but we've received 1,700 inquiries. I don't think any of them have dealt with online gambling but that is in the remit of the ACMA, I believe.</p> <p>Senator KAKOSCHKE-MOORE: But as the Office of the eSafety Commission, could a parent approach your office with concerns about this or would they be better off going to ACMA?</p> <p>Ms Inman-Grant: No. They certainly could approach us, and we would do the due diligence and get them the help that they need. We don't have a strict line in</p>	Page 54 24/10/17

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				<p>the sand that says 'we don't do this'. We will find the right people to help them.</p> <p>Senator KAKOSCHKE-MOORE: Good. I read a little earlier that last year the UK Gambling Commission presented a report in relation to children gambling. They found that in the UK about half a million children every week were gambling either online or in person. Has the Office of the eSafety Commissioner looked into the issue of children and online gambling at all?</p> <p>Ms Inman-Grant: Not to my knowledge. We may have some information on the iParentPortal. There are different types of gambling. There's gambling that involves money and then there are online games that are on social media sites such as Hay Day or something to that effect. I guess it depends what you mean by online gambling.</p> <p>Senator KAKOSCHKE-MOORE: Online gambling, as it's defined in the Interactive Gambling Act, would require somebody depositing money and being able to withdraw money in return, whereas with a lot of these games, particularly those that children access, they can deposit money for tokens and bet using these tokens, but they never see the money again; they just win more tokens. So, when I say 'online gambling', I'm referring to both, because both have involved a transaction involving money. But, yes, any information you can give me about that would be much appreciated.</p> <p>Ms Inman-Grant: I will take that on notice.</p>	
79.	Office of the eSafety Commissioner	Kakoschke- Moore	Limiting access to online games	<p>Senator KAKOSCHKE-MOORE: Thank you. Turning to something that's related but different, online gaming—so not involving gambling, not involving the exchange of money—I read recently that a company in China has actually taken steps to limit access to some of its online games based on concerns from parents that children were addicted to these games; they were spending far too long online playing these games. Has your office done any work in this area—addictiveness of games, as opposed to gambling?</p> <p>Ms Inman-Grant: I think we've looked at healthy technology usage generally and what is healthy screen time, based on age, based on content and based on quality of content. Of course, internet addiction and gaming addiction has been a big issue broadly, and it's been looked at in Thailand, Korea and elsewhere. On my watch, we haven't looked directly at that issue, but that's certainly something that I think would be of interest to citizens and parents that come and visit our site. So I will take that on notice as well.</p>	Page 54–55 24/10/17

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80.	Office of the eSafety Commissioner	Kakoschke- Moore	Concerns from parents	<p>Senator KAKOSCHKE-MOORE: You might need to take this on notice, but could you tell us how many parents have contacted your office with concerns around their children coming into contact either with pornographic material or with a potential offender online.</p> <p>Ms Inman-Grant: Absolutely. I would be happy to do so.</p>	Page 55 24/10/17
81.	Australia Council	Urquhart	Australia Council funding applications	<p>Senator URQUHART: This one you may need to take on notice. What I'd like you to provide is a breakdown of the total amounts committed by the Australia Council, in the latest year for which there are available numbers, to each state and territory in Australia as a result of the applications from those states and territories, as well as the total number of applications received from those states and territories—so what you've provided and what the applications are. If those application rates and the success rates of those applications don't broadly reflect the population breakdown of those states and territories, can you let me know what steps are being taken to address any shortfalls in those applications and funding approvals.</p> <p>Mr Grybowski: Certainly. I'm very happy to take that on notice. I do draw your attention to the Australia Council annual report.</p> <p>Senator URQUHART: Is that level of detail in there?</p> <p>Mr Grybowski: Success rates are not detailed in that, but there is certainly state breakdown and numbers of artists. So I can—</p> <p>Senator URQUHART: All right. Could you add the other information.</p> <p>...</p> <p>Senator URQUHART: Further to the previous question about the breakdown, can you provide a breakdown of the total amounts committed by the funding program as well?</p>	Page 57 & 58 24/10/17
82.	Australia Council	Urquhart	Peer assessment panels	<p>Senator URQUHART: What steps does the Australia Council take to ensure that each of its arts practice peer panels include representatives from right across Australia?</p> <p>Mr Grybowski: Again, it's been a key element of our reforms, moving from fixed art form boards with fixed appointments for three years. We've moved to a model where there is a pool of expert peers from all demographics right across the country. We're in the second iteration of that, and we have over 700 creative practitioners, artists and suitably qualified people from right across the country, including about 24 per cent who currently reside in rural and remote</p>	Page 58 24/10/17

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				<p>communities. It was one of the issues we wanted to address. There wasn't representation from all jurisdictions, age brackets, or, indeed, Indigenous people or artists with disability who were serving on those panels. We monitor that very closely to ensure that there is an appropriate spread on our peer pools.</p> <p>Senator URQUHART: Are you able to provide some more detail on notice around what that spread is?</p> <p>Mr Grybowski: Yes, we have the percentage used by state for each funding round.</p>	
83.	Australia Council	Urquhart	Catalyst	<p>Senator URQUHART: I think it was about 25 May this year when we were told that the assessments had been completed. When was information about the successful applicants published?</p> <p>Dr Arnott: I'll just check that for you. Just a second, I'll see if I've got that detail available. I don't believe I do. I have general information about the whole of Catalyst but I don't have the specific timing of the announcement of the sixth. I could get that for you though.</p> <p>Senator URQUHART: Yes, if you could get that that would be great. I've got some questions that follow-on from that. What amount was committed in funding to the successful applicants in that round, and over what period of time?</p> <p>Dr Arnott: Again, I only have the total for Catalyst itself, in its entirety, not for that particular round.</p> <p>Senator URQUHART: Could you take that on notice. What projects were funded, and in what amount for each project? I guess you don't have that?</p> <p>Dr Arnott: Those details are published on the department's website, so we can easily get those for you.</p> <p>Senator URQUHART: What amounts have been committed in that round to each of the three streams? So that's innovation and participation, international and cultural diplomacy, and partnerships and collaborations.</p> <p>Dr Arnott: Again, I'll have to get you that breakdown.</p> <p>Senator URQUHART: Including the funding commitments made in the final sixth round of Catalyst, what are the total amounts committed under the program in all rounds, including amounts paid and amounts yet to be paid?</p> <p>Dr Arnott: I can tell you that Catalyst, in its totality, funded 203 projects for a total of \$37.5 million. I can't tell you exactly how much of that has been paid</p>	Page 58 & 59 24/10/17

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				<p>now, because it will vary depending on amounts that have been transferred to the Australia Council and so on.</p> <p>Senator URQUHART: You can take that on notice.</p> <p>Dr Arnott: I can certainly get that information.</p> <p>Senator URQUHART: What I also want to know is what amounts are yet to be paid year by year for all rounds of Catalyst.</p> <p>Dr Arnott: Yes.</p> <p>Senator URQUHART: And what amounts have been committed again to those three streams?</p> <p>Dr Arnott: Sure.</p>	
84.	Australia Council	Urquhart	Breakdown of funding	<p>Senator URQUHART: Can you provide a breakdown of the total amounts paid and committed from the Catalyst program for all completed rounds to each state and territory in Australia as a result of applications from those states and territories?</p> <p>Dr Arnott: I can certainly provide that on notice, Senator.</p> <p>Senator URQUHART: As well as the total number of applications received from the states and territories. And what is the total amount paid and/or committed to each state and territory as a per cent of the total Catalyst funds paid and committed?</p> <p>Dr Arnott: We do have all that data, so I can get that for you.</p> <p>Senator URQUHART: Great. Thank you. What funding commitments have been made or paid in the current financial year and over the forward estimates to each of the following organisations. I'll go through them. And what part of those commitments or payments represent or will represent additional funding as per the minister's statement of 18 March, 2017? The organisations are the Victorian Opera, Opera Queensland, the Queensland Ballet and the Brandenburg Orchestra. Do you want to take that on notice?</p> <p>Dr Arnott: Yes.</p>	Page 59 24/10/17
85.	Australia Council	Urquhart	Funding for the music sector	<p>Senator URQUHART: How much funding is available for support of the music sector in the current year and over the forward estimates? And how much has been committed in each of the years ending 30 June 2016 and 30 June 2017?</p> <p>Dr Arnott: You mean from the \$2 million or from the—</p> <p>Senator URQUHART: Just generally from the funding.</p>	Page 60 24/10/17

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				<p>Dr Arnott: I'd have to take that on notice. Obviously it's a relatively complex thing because we would have some grants for the music sector, as would the Australia Council.</p> <p>Senator URQUHART: You could take that on notice. And how much funding is available for the Live Music Office in the current financial year and over the forward estimates?</p> <p>Dr Arnott: I'll have to take that on notice. I don't think there's a current grant.</p> <p>Senator URQUHART: Can you tell me what steps are being taken to ensure continued funding for the Live Music Office beyond 2017?</p> <p>Dr Arnott: Again, I am not sure, Senator.</p> <p>Senator URQUHART: Can you take that on notice?</p> <p>Dr Arnott: Yes.</p>	
86.	Screen Australia	Urquhart	Gender Matters initiative	<p>Senator URQUHART: Of that 39 per cent, how many of those productions had a female writer; how many had a female director; and how many had a female producer?</p> <p>Ms Cameron: I don't know because, as I said, we're looking at teams, particularly. I don't even want to commit to be able to give you that granular detail, but I can explore only on the basis that what we've decided is important is a team so that we're not being too prescriptive, remembering we don't commission product. Product comes in to us. We're trying to encourage people to work more broadly. What happens, particularly in the feature film industry, is that people work with the people they've been comfortable working with and they work with the same people. A lot of meritorious women are not being involved in the process, so we're trying very hard to make sure that the teams are more representative. It's best to look at what the situation is with writers and producers. To answer your question: nothing's changed for writers and directors over the last two years for the entire industry; for what we're funding at Screen Australia, there's been some dramatic improvement.</p> <p>Senator URQUHART: I'm interested, if you're able to provide that detail, but also what percentage of those productions had a female writer; what percentage had a female director: and what percentage had a female producer? How have those numbers changed from the numbers of female directors, writers and producers of Australian feature film productions for the prior three years? If you</p>	Page 63 24/10/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>can provide that level—</p> <p>Ms Cameron: It's quite difficult to compare apples with apples, but we will try and find something. You can do anything with statistics—and it really annoys me, because people do—and then people assume that it means something. But, ultimately, the objective is: more female writers, more female directors, more female producers and more female protagonists. So we'll give you something that makes sense.</p>	
87.	Screen Australia	Urquhart	Gender Balance in Screen Sector	<p>1 In August 2017 Screen Australia announced that 39% of Australian feature film productions funded by Screen Australia were “female-led” in the 2016/17 financial year, up from 22% in the 2015-16 year. Please provide the following information about Australian feature film funding applications:</p> <p>(a) How many applications in total for feature film production funding were received in each of the years 2015-16 and 2016-17?</p> <p>(b) What percentage of the total number of applications received for feature film production funding in each of the years 2015-16 and 2016-17 were female led?</p> <p>(c) What percentage of the female led applications for feature film production funding that were received in each of 2015-16 and 2016-17 were successful (and formed part of the 39% in the 2016-17 year and 22% in the 2015-16 year)?</p> <p>(d) Will Screen Australia commit to providing the data breakdown above in relation to each future year when reporting on the progress on the valuable Gender Matters program?</p> <p>(e) Of that 39%, how many of those productions had a female writer, how many had a female director and how many had a female producer? What percentage of those productions had a female writer, what percentage had a female director and what percentage had a female producer? How have these numbers changed from the numbers of female writers, directors and producers of Australian feature film productions for the prior three years?</p>	Written 02/11/17
88.	Screen Australia	Urquhart	Program Funding	<p>1. What is the total amount <u>paid</u> since 2013 to attract international productions to locate in Australia in addition to the current amount of the Location Offset of 16.5% of eligible expenditure and the Post, Digital and Visual Effects Offset of 30% of eligible expenditure</p> <p>2. What is the total amount <u>committed</u> since 2013 to attract international productions to locate in Australia in addition to the current amount of the</p>	Written 02/11/17

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				<p>Location Offset of 16.5% of eligible expenditure and the Post, Digital and Visual Effects Offset of 30% of eligible expenditure, including @\$22.14 million for Aquaman in 2018-19?</p> <p>3. What is the total amount processed for each of the following offsets in each year since 2013:</p> <p>a. Producer Offset for feature films;</p> <p>b. Producer Offset for television programs;</p> <p>c. Location Offset;</p> <p>d. Post, Digital and Visual Effects Offset.</p>	
89.	2.1	Urquhart	Board vacancies	<p>Senator URQUHART: I'm happy to carry that over. I have a question about vacancies for statutory board and legislative offices. I've got a couple of questions, but I will put one on notice because it's asking for a list of all the bodies. I will put that on notice, but I'll ask: what steps are being taken to bring boards and other bodies to full strength and to fill vacancies?</p> <p>Mr Eccles: The maximum number of members on boards within the portfolio is set in legislation or regulation. It's been the practice of successive governments sometimes not to fill to the maximum amount. The main thing is that all boards in the portfolio are operating in quorum, so there are sufficient numbers. So, on the issue of the number of vacancies, it doesn't mean that they're actually going to be filled. As I said, successive governments have chosen not to board up to the absolute maximum that is allowed for. But I can assure you that all our boards are in quorum.</p> <p>Senator URQUHART: So what I'd ask you to take on notice is: could you provide a list of all statutory or board and legislated office vacancies and other significant appointment vacancies within the arts area of the portfolio, including length of time vacant and current acting arrangements, as at October 2017? Could you provide that on notice?</p>	Page 64–65 24/10/17
90.	2.1	Urquhart	Committee report <i>Game on: more than playing around</i>	<p>Senator URQUHART: Can you just tell me a little bit more about what consultation has taken place with the relevant portfolios and what consultation is planned—just a status sort of update of where that's at?</p> <p>Mr Eccles: I'm not sure if I've got that information here. I might need to—</p> <p>Senator URQUHART: Can you take it on notice?</p>	Page 65 24/10/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>Mr Eccles: I'll take it on notice or try to update you later on today.</p> <p>Senator URQUHART: That'd be great. I think, from memory, it was a consensus report. I don't think there was any dissenting or additional comments, even, in that report. Has the department provided any advice, preliminary or otherwise, to the minister on the report?</p> <p>Mr Eccles: I think we've kept the minister up to date with the progress of the report.</p> <p>Senator URQUHART: So it's more progress than advice?</p> <p>Mr Eccles: I'd also need to refresh my memory as to what the situation is.</p> <p>Senator URQUHART: Can you provide that on notice?</p>	
91.	2.1	Urquhart	<i>Committee report Arts and the news to rural and regional Australia</i>	<p>Senator URQUHART: The other one is the Standing Committee on Communications and the Arts report on the inquiry into broadcasting, online content and live production to rural and regional Australia that was tabled on 5 May 2016. I think we were advised on 28 October 2016 that the government would provide a response to the report in due course. When can we expect that response?</p> <p>Mr Eccles: It was before my time. I will need to talk to longer-serving colleagues about that.</p> <p>Senator URQUHART: Minister, do you have an update on that?</p> <p>Senator Fifield: I think it would be good to have a response to that before the conclusion of this year.</p> <p>Senator URQUHART: Can I rearrange your words and suggest that we might get something by the end of the year?</p> <p>Senator Fifield: I think that's what I said.</p> <p>Senator URQUHART: I thought that's what you said, but I wanted to—I like rearranging words! We were advised on 28 October 2016 that the department was yet to provide advice to the minister. Again, Mr Eccles, are you aware whether or not advice, preliminary or otherwise, has been provided to the minister on that report since 28 October 2016?</p> <p>Mr Eccles: Again, I'm not aware, but we certainly will find out.</p> <p>Senator URQUHART: Can you take that on notice?</p> <p>Mr Eccles: Yes.</p>	Page 66 24/10/17

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92.	2.1	Urquhart	Funding for Screen Australia	<p>Senator URQUHART: Thank you. I've got another couple that I'll put on notice. I want to talk about funding for Screen Australia and the reduced funding for 2016-17. In the most recent Australian Taxation Office budget statement, as at May 2017, the total expenses for the Australian Screen Production Incentive program are shown as \$344,000 for the 2017-18 year, and, in the forward estimates, as \$299,000 for the 2018-19 year and \$262,000 for each of the years 2019-20 and 2020-21. Can you explain the reason why there's an estimated drop of 25 per cent in the expenses of this program from 2017-18 to 2019-20? That's fairly important in terms of the sustainability of the Australian screen sector.</p> <p>Dr Arnott: That report in the ATO's annual report is a projection of what we estimate will be claimed through the film tax offsets, of which there are three. They're demand-driven programs. They're not by application; they're simply what we anticipate in terms of productions that will claim under those tax offsets. I'm not exactly sure why we would be estimating a decrease; we'd have to check. There are lots of complex—</p> <p>Senator URQUHART: Could you check that? I'm interested in what would explain that drop.</p> <p>Dr Arnott: Yes.</p> <p>Senator URQUHART: On what other basis was the reduction calculated? Let us know what the explanation is but also how the reduction was calculated.</p> <p>Dr Arnott: Sure. The likely explanation is that large-scale international productions come and go from Australia. Obviously, when they come here the claims on the offsets are higher; when they don't come here, it's lower. That's not within our control. That's the likely explanation, but I'll confirm that.</p>	Page 66 24/10/17
93.	2.1	Reynolds	Advisory Committee for Indigenous Repatriation	<p>Ms Campton: Yes, we have an Advisory Committee for Indigenous Repatriation, whose members are appointed by the minister. We also liaise with states and territories, relevant departments, land councils and organising bodies at community level as well.</p> <p>Senator REYNOLDS: I did ask this, but how does it compare globally? Are there other countries who have similar—</p> <p>Ms Compton: I'd probably like to take that on notice. We are aware of other programs overseas. We don't specifically try to compare ourselves with other programs, because each country will do things slightly differently. I'm happy to provide more information on notice, if you'd like.</p>	Page 67 24/10/17

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94.	2.1	Urquhart	Regional and Small Publishers Fund	<p>a) What, if any, role, input or involvement does the Department of Communications and the Arts have in relation to the Regional and Small Publishers Innovation Fund (the Fund)?</p> <p>b) What, if any, other Departments or Agencies is the Department of Communications and the Arts working with in relation to the Fund?</p> <p>c) How is the Fund (and/or its associated Program) structured?</p> <p>d) How, or against what, is the \$60.4 million Regional and Small Publishers Innovation Fund (and/or its associated Program) being offset across Government?</p> <p>e) What outcomes is the Fund (and/or its associated Program) intended to achieve?</p> <p>f) What are the key performance metrics to be used to measure or assess the success of the Fund (and/or its associated Program)?</p> <p>g) What is the Department's estimate of how many publishers in Australia are eligible for the Fund?</p> <p>h) What is the Department's estimate of how many publishers in Australia are not eligible for the Fund?</p> <p>i) Why are publishers affiliated with a superannuation fund excluded from accessing the fund?</p> <p>j) Why are news organisations with foreign-based parent companies not eligible for the fund, but are eligible for cadetships and scholarship programs?</p> <p>k) When will further details on the Fund, including who can apply for the fund, and how the fund will be administered, be released?</p>	Written 06/11/17
95.	2.1	Urquhart	Australian and Children's Screen Content Review	<p>a) What modelling, if any, has the Department undertaken to inform the review of the Australian and Children's Screen Content Review?</p> <p>b) What budgetary resources have been expended to date by the Department of Communications and the Arts to inform the Australian and Children's Screen Content Review on:</p> <ol style="list-style-type: none"> a. Research b. Data collection c. Consultation d. Domestic travel e. International travel. 	Written 06/11/17
96.	2.1	Urquhart	Vacancies	Provide a list of all statutory, board and legislated office vacancies and other significant appointments vacancies within the Arts portfolio, including length of	Written 02/11/17

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				time vacant and current acting arrangements as at 31 October 2017?	
97.	2.1	Urquhart	Storage Facilities	<p>1. On 9 June 2017 a new storage facility was opened for the National Archives of Australia to help preserve Australia's national treasures and tell the story of Australia's past, present and future. What representations have been received by the Department of Communications and the Arts from Arts portfolio agencies for additional funding for storage facilities?</p> <p>2. What representations have been received by the Department of Communications and the Arts from Arts portfolio agencies for relief from efficiency dividends?</p>	Written 02/11/17
98.	2.1	Urquhart	Consultants	<p>1. How many consultants were engaged across the agencies and organisations in the Arts portfolio for the period from 1 July 2017 to date? What is the total cost to each organisation of those consultants?</p> <p>2. Which agencies in the Arts portfolio have or are planning to retain outside consultants to assist them in managing the funding cuts resulting from the announced parameter changes and increased efficiency dividends? What is the total cost to each organisation of those consultants? How many of these consultants are ex-staff members of Government or the relevant institutions with expertise in matters affecting the relevant institutions?</p>	Written 02/11/17
99.	2.1	Urquhart	Program Funding	<p>1 Please provide the following information for funding for Arts programs:</p> <p>(a) The total amount provided for funding of Arts programs by Government in each year from and including 2007 to the current year, 2018, and over each year of the current forward estimates, as well as the amount provided to each Arts program in each of those years;</p> <p>(b) the total amount provided for funding of Arts programs and to each Arts program by Government in the years 2007 – 2010 inclusive;</p> <p>(c) the total amount provided for funding of Arts programs and to each Arts program by Government in the years 2011 - 2013 (inclusive);</p> <p>(d) the total amount provided for funding of Arts programs and to each Arts program by Government for the years 2014 – 2016 (inclusive);</p> <p>(e) the total amount provided for funding of Arts programs and to each Arts program by Government for the years 2017 and 2018; and</p> <p>(f) the amount estimated to be provided for funding of Arts programs and to each Arts program by Government over the forward estimates for the years 2019 and 2020;</p>	Written 02/11/17

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				(g) the amount provided or committed to successful applicants by the Australia Council through each funding program, including Catalyst, in the current year, 2018, and the amount committed by the Australia Council through each funding program, including Catalyst, in each year over the forward estimates?	
100.	Australian Broadcasting Corporation	Abetz	Mr Jon Stephens	<p>Senator ABETZ: One story only. Can you tell the committee whether this was a Mr Jon Stephens, a former ABC TV producer, who pleaded guilty to sexually assaulting a 14-year-old male ABC casual employee whilst on an ABC assignment?</p> <p>...</p> <p>Senator ABETZ: Didn't this occur 30 years ago? When was the ABC, as an institution, first made aware of this matter? I'm not talking about the court appearance but about the allegation against Mr Stephens?</p> <p>Ms Guthrie: I'll have to take that on notice.</p> <p>Senator ABETZ: Well, if you could. I would invite you to check the records, because this is an event that took place about 30 years ago. So are you unable to tell us whether there were any discussions at all in relation to this victim of this child sex abuse, who I understand is destitute and living out of a van?</p> <p>Ms Guthrie: I can say that we are investigating this issue. As I said, I'm not able to report anything today but it is being investigated.</p> <p>Senator ABETZ: Let us know when you first became aware of this issue and when your investigation first started. Surely, as soon as you became aware of this, your duty of care should have been to reach out. And I would have thought some of your journalists, who are quite properly, might I add, seeking to pursue other historic child sex offences within certain institutions and their lack of care may have exercised a similar diligence in relation to the institution known as the ABC, which, we now know from the public record, also has had historic child sex abuse cases. I will look forward to the answers that I get on notice from that. Was Mr Stevens a casual employee at the time?</p> <p>Ms Guthrie: I do believe that he was an employee of the ABC.</p> <p>Senator ABETZ: Yes, but was he casual or full time? Permanent?</p> <p>Ms Guthrie: I couldn't tell you that today. I'll have to take that on notice.</p> <p>Senator ABETZ: If you could let me know. In relation to the child, can I ask how that person happened to be with the ABC? Was it work experience?</p> <p>Ms Guthrie: I'll take that on notice.</p>	Page 71 & 72 24/10/17

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				Senator ABETZ: Alright, and whether there may be some worker's compensation implications for that? If you can take that on notice.	
101.	Australian Broadcasting Corporation	Abetz	The Doctor Blake Mysteries	<p>Senator ABETZ: As unfortunate as Senator Dastyari's acceptance of donations. Can I turn to something non-political: The Doctor Blake Mysteries. It's based in Ballarat and filmed there, I understand, in general terms—is that correct?</p> <p>Ms Guthrie: That's correct, Senator. You're a fan.</p> <p>Senator ABETZ: It was a pretty high-rating program?</p> <p>Ms Guthrie: Yes, it was one of our highest rated programs.</p> <p>Senator ABETZ: It was exported to 130 countries or thereabouts—is that correct?</p> <p>Ms Guthrie: I don't believe that's—</p> <p>Senator ABETZ: It went to a lot of countries. Could you take on notice how many, please?</p> <p>Ms Guthrie: A number of countries. Yes.</p> <p>Senator ABETZ: It was a good cultural export from Australia.</p> <p>Ms Guthrie: It was a very, very successful program.</p> <p>Senator ABETZ: It was popular, but did it make any money for you, given that it was able to be exported?</p> <p>Ms Guthrie: We'll have to take that on notice. The program itself was actually made by a third-party production company; not made by the ABC.</p> <p>Senator ABETZ: But you were broadcasting it?</p> <p>Ms Guthrie: Yes, in Australia.</p> <p>Senator ABETZ: Was the production of it and its export to other countries undertaken by the ABC?</p> <p>Ms Guthrie: I will have to take that on notice.</p> <p>Senator ABETZ: If you could, because I'd like to know, on notice, why it was axed and how much revenue was foregone.</p> <p>Ms Guthrie: I can certainly tell you why it was—</p>	Page 73 24/10/17
102.	Australian Broadcasting Corporation	Abetz	Telephone contract	<p>Senator ABETZ: How much did it cost the Australian taxpayer to switch from Telstra to Optus? How quickly did you switch back to Telstra—within 12 months?</p> <p>Ms Guthrie: I'll have to take that on notice, but we saved significant money in this process.</p> <p>Senator ABETZ: But didn't you also have to exchange the actual telephone</p>	Page 74 24/10/17

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				<p>device? Ms Guthrie: No; we didn't. They were SIM cards. Senator ABETZ: SIM cards? Ms Guthrie: Yes. Senator ABETZ: And that didn't cost? Ms Guthrie: No. Senator ABETZ: Did you have to hire any phones during this debacle—if I might call it that—because of the lack of coverage for regional staff? Ms Guthrie: Senator, it wasn't a debacle. It was always intended that, in areas where Optus didn't have coverage, those staff would remain on Telstra—and that's what happened. Senator ABETZ: Were they retained on Telstra? Ms Guthrie: They were retained on Telstra, yes. My understanding is that most of our regional staff remained on Telstra. Senator ABETZ: Most? Ms Guthrie: Yes. That's my understanding. Senator ABETZ: All? Ms Guthrie: I'll have to take that on notice.</p>	
103.	Australian Broadcasting Corporation	Abetz	Q&A program	<p>Senator ABETZ: Why on earth on <i>Q&A</i> was my good friend and colleague Senator McKenzie not described as a National Party senator but as a gun enthusiast in the caption at the bottom of the screen, whereas the relevant ALP member on <i>Q&A</i>, Ms Aly, was described as the Labor member for whatever seat she represents? Mr Sunderland: I can take that on notice if you like and follow up on that one for you. I am not aware off the top of my head.</p>	Page 74 24/10/17
104.	Australian Broadcasting Corporation	Reynolds	ABC programming/ AFP resourcing	<p>Senator REYNOLDS: This is just happening now live. So I'm asking you two things. One is if you can find out background, given you've got your journalist here in the gallery, and come back in, perhaps, the next rotation and provide some further advice, if you can consult with the journalist and find out. Perhaps this is for you, Mr Sunderland. Mr Sunderland: Yes, I am more than happy to take this on notice, but I can't give you any expectations that we're going to be able to track down one of our reporters and get to the bottom of what is a complex and nuanced issue around who knew what story when. I understand the point you're wanting to make. I'm</p>	Page 78–79 and 98 24/10/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>more than happy to respond, but I'm not going to be in a position to do that in a few minutes at the drop of a hat</p> <p>...</p> <p>Mr Sunderland: There are all manner of possibilities here. It is not a situation where it's appropriate, in my view, for us to try and get some on-the-fly partial response to one of the questions you might have. If you have issues around this, I perfectly understand that, and I'm more than happy to look into it properly and thoroughly and appropriately and respond to you and take it on notice. But I'm going to have to take it on notice.</p> <p>Senator REYNOLDS: I'll wrap this up very quickly, because obviously you want to take it all on notice, which is not unreasonable. I've gone through what I understand happened as a sequence of events today with the reporting in the House of Representatives and the Prime Minister. I'd ask if you could review those circumstances and come back with some further advice on that. I'd also be grateful if you could provide additional detail about Mr Shah in terms of his employment arrangements, what the conditions of employment were et cetera, and then we can have a look at his comments in terms of if he was or wasn't on the payroll and whether it was appropriate. Is that okay?</p> <p>Mr Sunderland: We can do both of those, certainly.</p>	
105.	Australian Broadcasting Corporation	Hanson- Young	ABC Journalists	<p>Senator HANSON-YOUNG: I would like to know whether Michael Danby, the member for Port Melbourne, wrote to the ABC, and whether he issued any kind of formal complaint before spending taxpayer money taking out an ad to attack an individual journalist?</p> <p>Mr Sunderland: It's probably safest for me to take that on notice. I would need to check thoroughly to see if he has complained on this or similar issues in the past, in terms of writing to us.</p> <p>Senator HANSON-YOUNG: Could you also let us know whether you've had any other correspondence with any other members of parliament, in relation to this particular issue and Sophie McNeill as an ABC journalist?</p> <p>Mr Sunderland: Certainly. Yes.</p> <p>Senator HANSON-YOUNG: I'd like to know whether the Leader of the Opposition, Bill Shorten, has contacted the ABC at all in relation to Michael Danby's ad.</p>	Page 79–80 24/10/17

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106.	Australian Broadcasting Corporation	Hanson- Young	Complaints from members of parliament	<p>Mr Sunderland: Again, I'll have to take it on notice.</p> <p>Senator HANSON-YOUNG: Okay. Thank you. I wanted to go on to this issue in relation to individual members of parliament complaining to the ABC. Do you keep a file for Senator Roberts here?</p> <p>Mr Sunderland: In relation to all senators—I'd have to take it on notice. I don't believe that we keep files. We keep logs of all complaints. All full editorial complaints are there—they are logged and they are searchable—but I don't believe we maintain separate files, no. But I could give you more information on it generally if you would like, in relation to—</p> <p>Senator HANSON-YOUNG: Have you had an increase in complaints over the last 12 months from members of parliament?</p> <p>Mr Sunderland: Again, I would have to take that on notice, but certainly nothing like that has been brought to my attention. The numbers are fairly consistent across the board. I don't know if we have ever broken them down and looked at them from that perspective.</p> <p>...</p> <p>Senator HANSON-YOUNG: Have members of the One Nation political party written to complain to the ABC about the coverage the ABC has given to One Nation and their leader, Pauline Hanson?</p> <p>Mr Sunderland: Yes, I believe we have received complaints of that nature.</p> <p>Senator HANSON-YOUNG: Is that from Senator Pauline herself or from Senator Roberts or from the administration of the party? I am not sure they have administrators, by the way.</p> <p>Mr Sunderland: I won't respond to that either, other than to say that I will have to take that level of detail on notice.</p>	Page 80–81 24/10/17
107.	Australian Broadcasting Corporation	Hanson- Young	Complaints from One Nation	<p>Senator HANSON-YOUNG: Point taken. Thank you. Mr Sunderland, Senator Pauline Hanson had an interview on ABC's <i>Insiders</i> program in the week or so before the WA state election. She got probed about her policy in relation to vaccinations and her support for antivaxxers. If you've got the information there, I'd appreciate it. If you need to take it on notice, I understand. Has Senator Hanson complained to the ABC about being asked about the antivaccination campaign?</p>	Page 81 24/10/17

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				<p>Mr Sunderland: I don't believe so, but I would need to take that on notice to be completely sure. I have no recollection of that.</p> <p>Senator HANSON-YOUNG: Has she complained that her treatment on the ABC <i>Insiders</i> program was unfair at all?</p> <p>Mr Sunderland: Again, I'd have to take that on notice. I don't think we received a complaint about that particular interview, but I would need to check.</p> <p>Senator HANSON-YOUNG: Do you know whether there was a complaint about the <i>Four Corners</i> investigation into One Nation?</p> <p>Mr Sunderland: I believe there was, but again I'd want to be certain of where that came from. It may not even have come from the One Nation party itself. But I seem to recall dealing with it as a complaint.</p>	
108.	Australian Broadcasting Corporation	Roberts	ABC bias	<p>Ms Guthrie: Senator, 86 per cent of Australians believe that we deliver value for them.</p> <p>Senator ROBERTS: You've mentioned trust and news. Could you give me the sources of those polls, tests, opinions?</p> <p>Ms Guthrie: Of course, we can provide—</p> <p>Mr Sunderland: They're all published.</p> <p>Senator ROBERTS: You can take it on notice?</p> <p>Ms Guthrie: Yes. We can provide them.</p> <p>Senator ROBERTS: I'd love to see them. But I understand audits of the ABC have been conducted by Ray Martin, who appears on SBS; Sean Brown, who is a former SBS managing director; and Colleen Ryan from Fairfax. What audits has the ABC conducted into its programs and who conducted each audit? Can I get a list of those?</p> <p>Mr Sunderland: I'll provide all that information to you. It's all online, all available, and I'll give—</p>	Page 83 24/10/17
109.	Australian Broadcasting Corporation	Abetz	Al Jazeera	<p>Senator ABETZ: I might return to that. Does the ABC's deal with Al Jazeera include payments to Al Jazeera?</p> <p>Mr Sunderland: I actually don't know the answer to that.</p> <p>Ms Guthrie: I'll have to take that on notice. We incorporate news content from a range of sources.</p> <p>Senator ABETZ: Including Al Jazeera. Does that come at a cost to the Australian taxpayer?</p> <p>Ms Guthrie: We'll have to take that on notice.</p>	Page 85 24/10/17

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				<p>Senator ABETZ: See how you go with these questions, but take them on notice. As I understand it, Al Jazeera is owned by Qatar's ruling family?</p> <p>Mr Sunderland: Correct.</p> <p>Senator ABETZ: We're agreed on that. Is it agreed that Qatar harbours, amongst others, Taliban leaders and other Islamist interests which Australian troops are actually fighting?</p> <p>Mr Sunderland: I'll take that on notice to make sure I'm precise in my response.</p> <p>Senator ABETZ: Qatar is one of the main supporters of Hamas, which is committed to the destruction of the state of Israel.</p> <p>Mr Sunderland: I'll take all of those detailed questions on notice.</p>	
110.	Australian Broadcasting Corporation	Abetz	ABC coverage of the World Para Athletics Championships in London	<p>...Can you please provide in detail what coverage the ABC provided to Australia's involvement and relative success—we came fifth overall—at the World Para Athletics Championships in London? Is it correct that other nations—France, for example—provided detailed coverage even at peak viewing times? Australia has done exceptionally well at these events, and there does not seem to have been much coverage by the national broadcaster, so can you explain the rationale for this lack of coverage and what, if any, potential news-sharing services were explored with other international news services?</p> <p>Ms Guthrie: We'll have to take that on notice.</p>	Page 86 24/10/17
111.	Australian Broadcasting Corporation	Reynolds	Mr Sami Shah	<p>Senator REYNOLDS: In terms of editorial policy and the training that you do, I have seen and printed out some tweets by ABC staff member Sami Shah.</p> <p>Mr Sunderland: He is a comedian. He's done shows for us. I'm not sure that he works for us.</p> <p>Senator REYNOLDS: But I understand he was also doing editorial online work for you.</p> <p>Ms Guthrie: Not to my knowledge.</p> <p>Mr Sunderland: He may have contributed content, but we would have to get back to you on his precise status. He's certainly not a journalist and he's certainly not, as I understand, a staff member. I can check that for you.</p> <p>Senator REYNOLDS: If you could. I could table some of these tweets—I can't read them out because they are too foul about one side of politics.</p>	Page 90 24/10/17
112.	Australian Broadcasting Corporation	Hanson- Young	ABC local content	<p>Senator HANSON-YOUNG: I want to ask about local content and the efforts being made at the ABC in relation to that. Ms Guthrie, do you have the broad figures on how much of your annual budget you spend on creating or acquiring</p>	Page 91 24/10/17

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				<p>local content?</p> <p>Ms Guthrie: I'll have to take those specific numbers on notice. I think we provided some information following the last estimates in terms of questions on notice</p> <p>...</p> <p>Senator HANSON-YOUNG: What about content you acquire from New Zealand? Do you think New Zealand content is local content?</p> <p>Ms Guthrie: I'll have to take on notice whether we acquire anything from New Zealand. Under the commercial quotas, New Zealand is counted. But we don't count it that way; we count Australian.</p>	
113.	Australian Broadcasting Corporation	Abetz	Reporting by Ms Sophie McNeill – Palestinian report	<p>Senator ABETZ: If I may return to the topic that Senator Hanson-Young raised—that is, the reporting by Sophie McNeill from the Middle East. Is it correct, for example, that Ms McNeill covered the court-ordered eviction of the Palestinian—I hope I pronounce this correctly—Shamasneh family in a separate feature, not mentioning the fact that they were tenants and had actually failed to pay their lease moneys or rental moneys and that was why the court order was to evict them? By contrast, the stabbing to death by a Palestinian terrorist of three members of the Salomon family was covered very cursedly as part of a wider report on violence between Israelis and Palestinians. This is the sort of imbalance that many of us are concerned about which I think then motivated and occasioned the advertisement to which Senator Hanson-Young referred to. What monitoring do we do of our reports out of the Middle East by Ms McNeill? I've raised this in the past about the bias and the one-way traffic of Ms McNeill in her reports from the Middle East.</p> <p>Mr Sunderland: Let me break that down to a few different issues. On the precise detail of the story of the eviction and what facts were included and not included, I would have to take that on notice. I will look at that and respond to that specific issue.</p>	Page 92–93 24/10/17
114.	Australian Broadcasting Corporation	Abetz	Reporting by Ms Sophie McNeill	<p>Senator ABETZ: They may have been the words—and I will go through the previous answers provided by the ABC in relation to these concerns that have been quite rightly expressed. Then, on 22 May, Ms McNeill had another story. The piece claimed the fact that Israel still occupies the West Bank is proof that the status quo suited the Israelis more than the Palestinians, but the story didn't mention the various Israeli peace offers refused by the Palestinian leadership. I</p>	Page 94 24/10/17

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				<p>suppose that's also all part of providing balance.</p> <p>Mr Sunderland: Let me have a look at that. I'll get back to you.</p> <p>Senator ABETZ: All right. Then, on 23 May, Ms McNeill described as 'strict'—and, by implication, I would suggest, hardline—Benjamin Netanyahu's condition for peace that it be genuine and durable—somehow that is strict—and that the Jewish state be recognised. These are strict guidelines somehow. Aren't they appropriate guidelines? Why this descriptor of 'strict'? I'm sure you'll look at that as well and give us an explanation.</p> <p>Mr Sunderland: I am happy to, senator.</p>	
115.	Australian Broadcasting Corporation	Reynolds	Mr Sami Shah- Bias	<p>Senator REYNOLDS: Apart from a definition of when is a journalist not a journalist, in my lay language and according to Richard Fidler, he's a journalist. In terms of his association with the ABC, if you can't tell me now what the status of his employment is, could you take that on notice? But, again, coming back to the questioning from other senators in terms of someone's bias going into that position, the sorts of things that he says on his own social media that indicate his state of mind are things like, 'If Peter Dutton and Tony Abbott swim fast enough, they can start abusing any kids on the boat right away.' Would that be something suitable or give you concern in terms of your journalists?</p> <p>Mr Sunderland: I'm going to say again that it makes much more sense for me to take this on notice and give you a response when I've seen all of the comments that you have concerns with—the context, the platform, the timing. I can give you a proper answer in relation to them.</p> <p>Senator REYNOLDS: The next one was 29 October 2016, if you can also advise on this one: 'Does Peter Dutton wake up every morning with a hard-on for abusing refugees. Each day brings some new unnecessary cruelty.' On 26 October 2016, there was: 'It's Peter Dutton's ambient music podcast—just the sounds of refugees being beaten and abused. He works out to it.' Another one, if you could take it on notice and get back to us—actually, I can't read that one out; it's too rude.</p> <p>Ms Guthrie: This was in October 2016?</p> <p>Senator REYNOLDS: Around about 2016 when he was contributing to ABC regularly: 'Peter Dutton more embarrassed by accidental text than by sexual abuse of children in Nauru.' There are plenty more, and some are so rude I can't read them out. But I will hand you the rest of them, if you can comment on the</p>	Page 96–97 24/10/17

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				<p>appropriateness of each one in terms of editorial bias.</p> <p>Ms Guthrie: The important thing to understand is: was he an ABC employee at the time that that happened? Was he an ABC contributor? It is about understanding the circumstances at the time that he was providing those services.</p> <p>Senator REYNOLDS: This is a question on notice. It does lead me to question the tone of the content from many people who contribute to the ABC, and this is an example. Can you cite any examples of similarly inappropriate comments about anybody on the other side of the political spectrum? If there are, I'd be happy for you to provide them as well as what you allow in editorial content.</p> <p>Ms Guthrie: The issue is not around sides. The issue is around: is that person somebody who happens to appear on ABC programs? That would include every one of you. Frankly, your social media accounts when you happen to appear on our programs are not the responsibility of the ABC. The important thing is understanding all of that in context. We'll provide that on notice.</p> <p>Senator REYNOLDS: If you could, and I'll provide you with some of these—as I've read out some of them—so you have some of the dates. Having a look at your website, it appears that he was working—if not full time, then part time—for the ABC. We'll put that on notice and come back to that.</p>	
116.	Australian Broadcasting Corporation	Reynolds	ABC program accuracy/breach	<p>Senator REYNOLDS: Thank you very much. Very quickly, I have some other questions that relate to the audience and consumer affairs department. I'll flag a couple of them and will put the rest on notice so that you can come back to us. I noted that, last month, Jon Faine had made the following statement on ABC Radio Melbourne regarding the immigration minister, Peter Dutton, 'Last time we spoke, he guaranteed to me he would facilitate a visit that I wanted to make to Nauru, and I'm still waiting.' I have the transcript here and have read the interview in which Mr Faine sought the minister's support to travel to Nauru. I'm also aware that the minister did actually write a letter to the Prime Minister of Nauru—to the Nauruan government, in fact—seeking support for Mr Faine and another journalist to travel to Nauru. Nowhere in the transcript did the minister ever give any guarantee that he could make another sovereign government admit Mr Faine. Given Mr Faine's inaccurate characterisation of this matter, what action does the ABC intend to take on this? It is quite a serious misrepresentation, particularly when the minister took the effort to write to the Nauruan government.</p> <p>Mr Sunderland: Briefly, without going into it, I'm not aware of that particular</p>	Page 98 24/10/17

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				incident. To give you a bit of context, if we were aware of that as a potentially inaccurate statement and it came to our attention—often without there being a complaint—and we realised it was problematic, we would obviously take action immediately. In this case, I don't know if that's happened. I don't know if there's been a complaint about it and I don't know if any complaints have been investigated. I can look into all of that.	
117.	Australian Broadcasting Corporation	Reynolds	ABC program breach/correction	<p>Senator REYNOLDS: I would be grateful. As I said, we have the transcript here of the comments, so that would be good. Also in relation to Mr Faine—this is my last question—he made several comments about statements Minister Dutton, again, had made, which the ABC had already found were in breach of the corporation's editorial standards for accuracy and which did require a correction. As I understand it, the ABC then found that the on-air correction required of Mr Faine was 'demonstrably inaccurate and again indicated that reasonable efforts were not made to ensure that material facts were accurate or presented in context'. This required the ABC, as I understand it, to amend your corrections and clarifications online. Is this a serious breach of your ABC standards?</p> <p>Mr Sunderland: I think I know the incident you're talking about. It was some time ago.</p> <p>Senator REYNOLDS: No, it wasn't that long ago, in fact, there was a letter back. I'll give that to you as well. The ABC did write back. But the question is: what action have you taken since then?</p> <p>Mr Sunderland: I will follow up on that. But can I provide just a small bit of context on that. We never like to make an error. The worst thing you can do is correct an error and not correct it properly and have to correct it again. These are serious issues. The one point I would make by way of context is that our complaints process, which involves referring them to Audience & Consumer Affairs to investigate, inevitably takes some time. For the right reasons and the best possible way, program teams who feel that there is merit in the complaint and that they need to make amends will often make amends quickly, without waiting for the formal reply. That sometimes means that when that comes through they have to do it again.</p> <p>Senator REYNOLDS: In this case, Ms Guthrie did personally write to Minister Dutton on 13 December 2016, acknowledging that it was a serious breach and it</p>	Page 98–99 24/10/17

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				will also be reported to the ABC board. So could you advise if it was reported to the board and how it has been followed up? Mr Sunderland: Okay.	
118.	Australian Broadcasting Corporation	Abetz	Foreign correspondents	1. Please provide a list of all overseas postings of ABC staff. 2. What has been the overall annual total expenditure by the ABC on its overseas postings over the past five years? 3. How many staff does the ABC currently have in: a) India? b) Israel? c) Indonesia? d) China? e) Europe? and f) United States of America? How do the figures in 3 (a) to (f) inclusive compare to the previous five years?	Written 31/10/17
119.	Australian Broadcasting Corporation	Abetz	ABC online article	1. a) Who authorised the ABC Online article asking members of the general public to choose whether a child should be removed from its home? b) Has the ABC reconsidered its approach on such activities given the obvious sensitivities on such matters? c) Can the ABC guarantee such tasteless, cheap “clickbait” type activities won’t be pursued by the taxpayer funded ABC in the future?	Written 31/10/17
120.	Australian Broadcasting Corporation	Abetz	Change of telecommunications provider	2. Further to questions asked on the ABC’s change of telecommunications provider from Telstra to Optus back to Telstra : a) Please provide in detail: i) When the contract with Optus was entered into? ii) The expected annual savings from the change to Optus? iii) The due diligence which was undertaken to ensure all regional areas were fully covered? iv) Whether any regional ABC footprints were left uncovered or unserved? v) The cost of switching back to Telstra? vi) The date the contract stated with Optus? vii) The date the most recent contract with Telstra started? viii) The cost of changing SIM cards? ix) How many SIM cards were required to be changed on each of the changes referred to in (vi) and (vii) above?	Written 31/10/17

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				x) How many staff phones were impacted?	
121.	Australian Broadcasting Corporation	Abetz	Proposition for Constitutional or Parliamentary change	3. a) Is it the role of the ABC to support or oppose any proposition for Constitutional or Parliamentary change? b) i) Is it correct that Ms Guthrie said in August this year to certain activists “the ABC will support you in what the Uluru statement ... described as the Need for you to take a rightful place in your own country”? ii) If so, how does the ABC intend to provide this support?	Written 31/10/17
122.	Australian Broadcasting Corporation	Abetz	News stories/bulletins - Australian Christian Lobby	4. a) Did the ABC provide any coverage in news stories/bulletins that the Australian Christian Lobby was targeted by Mr Jaden Duong? b) Did the ABC provide any coverage or reporting of the fact that Mr Duong when asked why he had picked the particular location to detonate the van and gas cylinders he replied, “Because I dislike the Australian Christian Lobby.”	Written 31/10/17
123.	Australian Broadcasting Corporation	Reynolds	ABC standards	1. What standards does the ABC expect or require staff to uphold on social media? 2. What action does the ABC take when staff breach these standards? 3. Does the ABC allow employees to use their private social media accounts during work hours? 4. Was staff member of Radio National, Jeremy Story Carter, on duty on the afternoon of 24 October 2017? 5. Was he assigned to cover the ABC Estimates hearing on that day? 6. On 21 September 2017, the ABC Morning programme Jon Faine broadcast the following statement regarding Immigration Minister Peter Dutton – quote: “ <i>Last time we spoke he guaranteed to me that he would facilitate a visit that I wanted to make to Nauru, I’m still waiting.</i> ” The transcript of the interview shows the Minister said he would do what he could to help Mr Faine, but nowhere does the Minister give any “guarantee” that he would facilitate a visit. Given Mr Faine’s inaccurate characterisation of this matter what action does the ABC intend to take? 7. Late last year Mr Faine made several comments about statements the Minister had made in other media interviews and in Parliament. This was the subject of a	Written 02/11/17

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				<p>formal complaint by Mr Dutton. The ABC found Mr Faine was in breach of the Corporation’s editorial standards and required correction.</p> <p>The ABC also found that the on-air correction was then itself “<i>demonstrably inaccurate and again indicates that reasonable efforts were not made to ensure that material facts were accurate or presented in context.</i>”</p> <p>What action was taken in relation to these matters?</p> <p>8. This matter was also referred to the Board of the ABC. What was the outcome of that referral?</p> <p>9. Has the Minister or his office received a response outlining the ABC’s findings?</p>	
124.	Australian Broadcasting Corporation	McKenzie	Termination of ABC Shortwave Radio Services – Northern Territory and the Pacific Region	<p>1) Mr David Hua, Head, International Audience Strategy, told the Committee on 16 June that with regard to “fewer than 500 people” accessing shortwave in the Northern Territory, no surveys of shortwave listeners were undertaken prior to the decision to axe the service because the ABC “suspected listeners might be in regions where it is very difficult to survey them.” On the same day Michael Millett, Head, Government Relations, stated this estimate was “partly the result of an ABC Radio listener report conducted in May 2016.”</p> <p>a) Were surveys of shortwave listenership conducted?</p> <p>b) Why did the ABC mislead the Committee on 16 June?</p> <p>c) If surveys were undertaken that in any way relate to shortwave – in Australia or the Pacific – supply all related documentation regarding the fieldwork, the methodology and the conclusions.</p> <p>2) The ABC’s answer to Question on Notice #4 from the Inquiry into the ABC Amendment (Rural and Regional Advocacy) Bill 2015 cites a National Association of Shortwave Broadcasters’ figure that 1% of the population uses shortwave radio. When the NASB issued that figure in 2000, 1% of the NT population was 2,400 persons.</p> <p>a) Explain how the NASB figure supports the ABC’s assertion that 1% of the NT population in 2000 was 1,500 people.</p> <p>b) Explain how this assertion in any way supports ABC estimates of “fewer than</p>	Written 03/11/17

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				<p>500” listeners of ABC shortwave in the Northern Territory?</p> <p>3) The Northern Territory government estimates that a non-resident tourist population makes 600,000 visits to remote areas of the NT annually, in addition to a minimum of 650 fishing and fishing tourism operators in NT waters every year. Furthermore, it estimated a permanent population in remote areas alone of 50,000 people.</p> <p>a) How did the ABC account for shortwave usage, or lack thereof, with specific regard to these permanent, itinerant and/or transient residents and visitors in the Northern Territory?</p> <p>4) At Senate Estimates on 6 March, Fiona Reynolds, Director of Regional, admitted that ABC AM and FM services cover 4% of the NT landmass and 84% of its population. The permanent remote population of the NT of 50,000 people, as estimated by the NT government, is located outside this AM/FM footprint.</p> <p>a) Explain how the ABC decision to shortwave services to the NT is consistent with its obligation to provide services for all Australians with specific regard to this remote population.</p> <p>b) Respond to Northern Territory Cattlemen’s Association’s statement that the cessation of ABC shortwave will have mental health ramifications for people in remote areas, and to its description of the decision as an “unjust and dishonest policy of exclusion and discrimination against remote and regional Australians.”</p> <p>5) In response to question on notice #22 to the Inquiry into the ABC Amendment (Rural and Regional Advocacy) Bill 2015, the ABC was asked to provide a copy of the contract to provide shortwave radio services. It failed to do so.</p> <p>a) Furnish a copy of the contract or contracts as previously requested for the provision of shortwave broadcasting services.</p> <p>6) Question on Notice #23 to the Inquiry into the ABC Amendment (Rural and Regional Advocacy) Bill 2015 sought details of discussions and negotiations relating to the continuation or termination of the contract for providing ABC shortwave services. The ABC did not answer the question but deferred to its answer to question #19, in which it claimed the contract was renegotiated for the</p>	

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>provision of DAB+ services into Darwin, Hobart and Canberra.</p> <p>a) Provide details of all discussions and negotiations that related to the continuation or termination of the contract for ABC shortwave.</p> <p>7) In answer on 14 July to question on notice #362 from Senate Budget Estimates (a question which, itself, was a follow-up to the ABC's refusal to provide information in response to QoN #119 from the ABC's appearance at Additional Estimates on 24 May) the ABC said "No" when asked to produce an unredacted copy of the Transmission Strategy Paper it has said it relied on in assessing the listenership of ABC shortwave. The answer also contained assertions that the ABC did not consider the requested material "appropriate for disclosure."</p> <p>a) Provide an unredacted copy of the full Transmission Strategy Paper, along with the board decision paper, which the answer indicated contains internal deliberations over the shortwave radio issue.</p> <p>b) Supply minutes of any board meeting at which cancelling ABC shortwave services was canvassed, along with any other relevant documents used to support or guide this decision.</p> <p>8) In answer to Question on Notice #4 from the Inquiry into the ABC Amendment (Restoring Shortwave) Bill 2015, the ABC stated approximately 2% of the PNG population (of 8 million) regularly use shortwave to access radio.</p> <p>a) How does the ABC justify its claim of a total of 300 ABC shortwave listeners in Papua New Guinea?</p> <p>9) On 28 February, Ms Guthrie told the Committee the ABC consulted stakeholders prior to its decision to terminate shortwave services. On 6 March, Mrs Reynolds told the Committee that "consultation" occurred between the announcement of the decision and the termination of the service. And in answer to Question on Notice #26 from the Inquiry into the ABC Amendment (Rural and Regional Advocacy) Bill 2015, the ABC stated the "consultation" involved internal consultation between ABC Radio management and senior ABC executives.</p> <p>a) How does the ABC justify its representation of this process as "consultation?"</p> <p>b) On what basis can the ABC use this to justify inadequate research of its shortwave decision?</p>	

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				<p>10) In Question on Notice #27 to the Inquiry into the ABC Amendment (Rural and Regional Advocacy) Bill 2015, the ABC was asked if its Board questioned the advice of management in regard to shortwave provision, if so what, and if not – why not. Its answer cited the confidentiality of Board deliberations as a reason not to answer.</p> <p>a) Provide on notice a detailed answer to those questions.</p> <p>11) When Mr Hua appeared on 16 June, he said that whilst the ABC “took the opportunity” to broadcast weather warnings into the Pacific, it never had any responsibility to do so, and that where the Northern Territory was concerned the Bureau of Meteorology could perform this role – failing to mention the Bureau’s service covered only coastal, not inland, areas.</p> <p>Conversely, the ABC told the Inquiry into the ABC Amendment (Rural and Regional Advocacy) Bill 2015 that not only did it see itself as an emergency broadcaster but that it recruited and trained journalists expressly for this purpose.</p> <p>a) Why has the ABC made misleading and/or false statements to the Committee, having regard to the different testimony of different witnesses at separate hearings?</p> <p>b) Provide on notice a complete itinerary of emergency service and weather warning activity undertaken by the ABC in the past five years in the Northern Territory and the Pacific, including all activity utilising shortwave broadcasts</p> <p>12) In his government’s submission to the Inquiry into the ABC Amendment (Restoring Shortwave) Bill 2015, the Prime Minister of Vanuatu, Hon Charlot Salwai, stated that the cancellation of ABC shortwave “could cost many, many lives in the event of a major natural disaster.” He further stated that ABC shortwave saves Pacific lives and saves Australian taxpayers money by mitigating against disaster relief expenditure.</p> <p>a) Does the ABC maintain, in view of the Prime Minister’s submission, that ABC shortwave listenership in the Pacific was 300 people at the time the service was cancelled?</p> <p>b) Did the ABC have regard to the nations and communities in the Pacific who relied on ABC shortwave and, if so, what attempts did it make to consult with</p>	

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				<p>these stakeholders?</p> <p>13) In my letter to the ABC Chairman of 2 August, I outlined the full range of “replacement” technologies the ABC has said it is relying on as an alternative to shortwave, and detailed flaws in each regarding service delivery in the Northern Territory that were documented in evidence received by Inquiries into the ABC Amendment (Restoring Shortwave) Bill 2015 and into the ABC Amendment (Rural and Regional Advocacy) Bill 2015. The ABC’s response of 24 August made no mention or acknowledgement of this whatsoever.</p> <p>a) Supply a statement dealing with the shortfalls of each of the replacement technologies as outlined in that letter;</p> <p>b) As the ABC response talked of a “fixed funding envelope,” provide a breakdown of all expenditure incurred in implementing those technologies as a “replacement” for ABC shortwave services in the Northern Territory and the Pacific.</p> <p>14) The ABC response of 24 August to my letter of 2 August claimed to “absolutely refute (my) claim that the ABC is ignoring rural and regional audiences.” I made no such claim – I said the ABC’s decision, in view of the apparently defective basis on which it was made, fundamentally misunderstood rural and regional Australia at best, or summarily dismissed these areas and the people in them at worst.</p> <p>a) Advise in detail, given the defects this series of Questions on Notice highlights in the ABC decision-making process to cancel shortwave services, how the decision is consistent with either an understanding of rural and regional Australians and/or any credible attempt by the ABC to accommodate their interests.</p> <p>15) In the ABC’s response of 24 August, it stated that “in all parliamentary proceedings, ABC employees have acted professionally and in the public interest.” Advise:</p> <p>a) If the ABC believes refusing to answer Senate questions, including failing to release documents and other material that has been demanded on notice, is “professional” and/or “in the public interest;”</p>	

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				b) If the ABC believes itself, not Parliament, to be the arbiter of what is and is not in the public interest, and on what basis it believes itself entitled to refuse to answer questions of the Senate.	
125.	Australian Broadcasting Corporation	McKenzie	ABC Commercial Marketing Expenditure	<p>1. In response to Question on Notice #120 to Ms Guthrie on 24 May, the ABC stated it spent \$1.5m on digital marketing in 2016, breaking down roughly to \$1,050,000 on social media marketing and \$450,000 on search engine marketing. It refused to provide a granular breakdown of this expenditure, as demanded, of what was spent on AdWords auctions and on other Google products or digital marketing tools. The ABC claimed that to do so would “compromise contractual arrangements and is commercial-in-confidence.”</p> <p>a) Provide full details of the breakdown initially demanded on notice as per QoN #120 from Budget Estimates in May.</p> <p>b) Advise how commercial marketing expenditure of \$125,000 per month is consistent with the ABC’s status as a publicly-funded broadcaster, and with the ABC Charter, which does not confer any obligation to undertake commercial marketing activities.</p> <p>c) Explain how average competitive commercial marketing expenditures of \$125,000 per month is justifiable when the ABC is withdrawing essential services to remote and regional areas, such as ABC shortwave.</p> <p>2. On 15 May 2017, <i>The Australian</i> reported in detail on the ABC’s digital advertising activities. That story was a follow-up to an earlier piece published in <i>The Australian</i> in July 2015.</p> <p>a) Does the ABC, or has it at any time, used paid advertising on Google AdWords (or using any other digital or social media marketing tool or platform) to achieve higher search ranking placements for terms “breaking news,” “international news,” “national news” “political news” and “sports news.”</p> <p>b) Provide an itemised breakdown of expenditure allocated to each of these keywords, along with reports or analytics provided by the search platform offering insights into the results generated.</p> <p>c) Did the ABC bid against commercial media companies using the term “Gough Whitlam” following the death of the former Prime Minister in 2014?</p> <p>d) <i>The Australian’s</i> May 2017 article cites an unnamed ABC source stating</p>	Written 03/11/17

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				“within a fixed funding envelope, choices need to be made on allocating resources.” Advise how – given that “fixed funding envelope” – expensive digital advertising programs to compete against commercial operators are an acceptable use of funds.	
126.	Australian Broadcasting Corporation	McKenzie	Changes to the ABC Charter – Regional and Geographic Diversity	<p>1) Notwithstanding evidence to the Committee from Ms Guthrie on 24 October, what objection does the ABC have to explicitly enshrining, in the ABC Charter, the ABC’s responsibility to rural and regional Australia?</p> <p>2) Why is the ABC opposed to the inclusion of its obligation to serve communities in rural and regional Australia being enshrined in the ABC Charter if its evidence is that it takes that obligation seriously?</p>	Written 03/11/17
127.	Australian Broadcasting Corporation	McKenzie	ABC App offering Bahasa Indonesian and Chinese Language Services	<p>Pursuant to Section 26 of the ABC Act, how did the Corporation “have regard to the services provided by SBS” when it elected to offer a web application providing services in Bahasa Indonesian and in Chinese?</p> <p>a) Advise whether any employee of the Australian Broadcasting Corporation consulted with SBS in regard to establishing a web application offering services in Bahasa Indonesian and Chinese.</p> <p>b) Advise full details of any consideration of Section 26 of the ABC Act with regard to an ABC application offering services in Bahasa Indonesian and in Chinese, including details of management and/or Board meetings, and the basis for any conclusion that this service was consistent with the requirements of S26.</p> <p>c) Why did the ABC decide to trial a web application offering services in Bahasa Indonesian and Chinese domestically, when it has an Australia Plus website?</p> <p>d) During evidence on 24 October 2017, the ABC stated the purpose of the web application offering services in Bahasa Indonesian and in Chinese was to offer those services outside Australia. How is this consistent with trialling the service domestically?</p>	Written 03/11/17
128.	Special Broadcasting Service	McKenzie	Digital service	<p>Senator McKENZIE: Could you on notice double-check, because my understanding was—she was very clear she had had regard to the services provided by the SBS before she set up this pilot. So I'd be interested if she or her organisation had bothered to contact anyone in SBS to see what you are doing in Indonesian?</p> <p>Mr Ebeid: I'm happy to take it on notice, but I'm pretty sure the answer is no. I did raise it with Ms Guthrie myself once those services were brought to my</p>	Page 103 24/10/17

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129.	Special Broadcasting Service	Abetz	SBS program accuracy	<p>attention.</p> <p>...I make reference to the SBS World News report of 17 June 2017 about the fatal attack on an Israeli policewoman by Palestinian attackers. Is it agreed SBS found the report to have breached its own code for accuracy and impartiality?</p> <p>Mr Ebeid: I recall something about it, but I don't have the details, Senator. I'm happy to take that on notice and check. I think there was a complaint, and I just don't remember what the outcome of that complaint was, because it was a couple of months ago now.</p> <p>...</p> <p>Senator ABETZ: It says: ... has reminded his staff of the need for fact checking and fairness in reporting. Was that just a general spammed-out email to all staff that they should be fact-checking and fair in their reporting?</p> <p>Mr Ebeid: Knowing how accurate Mr Carroll is with these things, I suspect it was both. It would've been a discussion with the people who put that report together and then a general reminder to the newsroom. I suspect he would have done both, but I'm more than happy to take it on notice to tell you what he did, but we take those things very seriously.</p> <p>Senator ABETZ: If you could take on notice—if you are able to provide me with a copy of the general notice that went out in reference to this comment in the letter—</p> <p>Mr Ebeid: Happy to.</p> <p>Senator ABETZ: 'reminded his staff of the need for fact checking and fairness in reporting,' how that was communicated and, if it was in written form, if we could have a copy of it. Can I then ask specifically, in relation to the journalist involved, was any—take this on notice, please—specific counselling or other advice offered to this journalist; and were there any specific consequences for that journalist? Then: was there any correcting broadcast?</p> <p>Mr Ebeid: There probably would have been, if a letter like that went out, I'm pretty sure, but, again, I'll take that on notice.</p> <p>Senator ABETZ: Please take that on notice. If there was, can you let us know when it was run and how often? If there wasn't a correcting broadcast, why not, because the viewing public would have been left with—to quote the letter from SBS—'an unfair impression of the incident'?</p>	Page 107 & Page 108 24/10/17

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130.	Special Broadcasting Service	McKenzie	Breakdown of SBS Services – Indonesian and Chinese	<p>Provide a full breakdown of both the services SBS provides in Indonesian and the services it provides in Chinese.</p> <p>a) Advise – with regard to the Australian Broadcasting Corporation’s trial of a web application offering ABC services in Bahasa Indonesian and in Chinese – whether SBS is of the belief these services impinge on, and duplicate, SBS Charter objectives.</p> <p>b) Advise whether any employee of the Australian Broadcasting Corporation consulted with SBS in regard to establishing a web application offering services in Bahasa Indonesian and Chinese.</p> <p>c) If consultation between the ABC and SBS took place at any level with regard to a web application offering services in Bahasa Indonesian and Chinese, please provide a detailed account of these discussions.</p>	Written 03/11/17
131.	Australian Communication and Media Authority	O'Neill	NBN Consumer Experience	<p>Senator O'NEILL: It's a very coveted role, and it's quite a significant role for us. Could you provide an update into the NBN consumer experience research that you are undertaking.....</p> <p>Senator O'NEILL: Mr Cameron, I really appreciate the fullness of your answer. I'm actually having a little trouble hearing you. There's a lot of sound around. If there's any way you could provide me with what you've just read, that will be really helpful, because I struggle to hear you.</p> <p>Mr Cameron: I can certainly take it on notice.</p>	Page 110 24/10/17
132.	Australian Communication and Media Authority	O'Neill	Broken Concepts report	<p>Senator O'NEILL: Minister, I would imagine that the exercise in drafting advertising restrictions for both online and broadcast platforms might have given you some practical insights into ACMA's work in <i>Broken concepts</i>?</p> <p>Senator Fifield: I'm aware of the <i>Broken concepts</i> report.</p> <p>Senator O'NEILL: For the benefit of people watching, ACMA's published an updated paper that examines how the process of convergence has broken or significantly strained the legislative concepts that form the building blocks of the current media and communications regulatory arrangements. My question in that context is: now you've passed your amendments to the media ownership laws, do you have any plans to address the many broken concepts that persist in the legislation that ACMA administers?</p> <p>Senator Fifield: <i>Broken concepts</i>, as we all know, was Mr Chapman's magnum opus. What I've done in the portfolio is take a very practical approach and looked</p>	Page 113 24/10/17

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				<p>at issues that I think that we can address. Media reform is an example of that. But this is always a work in progress, to be continually updating our media laws and other regulatory arrangements.</p> <p>Senator O'NEILL: That sounds like a 'watch this space' answer, Minister. I'm actually interested in what plans you have to address the broken concepts?</p> <p>Senator Fifield: Senator, if you want a point-by-point response to the <i>Broken concepts</i> document, we'll take that on notice.</p>	
133.	Australian Communicati on and Media Authority	O'Neill	Response to Broken Concepts	<p>Senator O'NEILL: I do have some questions on the USO. Minister, you have acknowledged the broken concepts, and if we had more time I would be interested in Ms O'Loughlin's view of the regulatory structures and whether you think it is broken as well or if we can live with it. You've listed a whole lot of activities, but, in terms of the broken concepts, are you aware of them individually and would you take on notice to respond to each one and say what you're going to do about them?</p> <p>Senator Fifield: I'd be very happy to take on notice what you've put to us.</p>	Page 113 24/10/17
134.	Australian Communicati on and Media Authority	Leyonhjelm	In-play betting	<p>Senator LEYONHJELM: I see. One of the issues, as I understand it, is in-play betting, which is prohibited by the Interactive Gambling Act. My question to you is: are you treating betting between stumps in a test match and the first ball the next day as in-play betting?</p> <p>Ms McNeill: I'm going to have to take that on notice, I'm afraid.</p> <p>Senator LEYONHJELM: All right. While you're doing that, if the answer is yes, what I'd like you to also provide is the support for this in the legislation or the explanatory memorandum or second reading debates, or whatever you're basing that view on.</p> <p>Ms McNeill: Certainly.</p> <p>Senator LEYONHJELM: I'll try this next question, but you may also want to take that one on notice if you can't answer off the top of your head. Can you confirm there will be a ban on online betting relating to the Boxing Day test after the first ball at 11 am at 26 December, even though the test will probably continue until late afternoon on 30 December?</p> <p>Ms McNeill: I am going to take it on notice. Long-form events are a complex area.</p>	Page 114

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135.	Australian Communicati on and Media Authority	Chisholm	Content Standards	<p>Ms McNeill: The content of those content standards is a matter for the ACMA. The Broadcasting Services Act requires us to have content standards in place, so we are responsible for reviewing them. Having said that, they obviously form one part of a regulatory regime which has broader implications for the creation and distribution of content in Australia of particular kinds. I think that's the basis on which we've become involved in the content review that considers those broader suite of issues.</p> <p>Senator CHISHOLM: What consultation requirements are ACMA required to satisfy when varying the content standard?</p> <p>Ms McNeill: If we move to vary the standard, we would consult publicly on that change. I don't know whether the direction in which you're tracking is to ask, 'Will those content standards change concurrently with the review?' The answer is no. That would require a separate process to review the content standards.</p> <p>Senator CHISHOLM: Is there any level of parliamentary scrutiny that would apply to any variation in content standards?</p> <p>Ms McNeill: The content standards are, I suspect, disallowable instruments, but I might need—</p> <p>Ms O'Loughlin: I think that's correct. If it's not correct, we'll correct it for you.</p> <p>Senator CHISHOLM: What role would the minister have in terms of—would he be able to direct ACMA to vary the children's television standard?</p> <p>Mr Cameron: The minister does have a power of direction in relation to the ACMA, and, in relation to these matters, is able to give directions on related matters of general concern.</p> <p>Senator CHISHOLM: Potentially the minister has the power to change the standards?</p> <p>Ms O'Loughlin: I think we might take that on notice.</p>	Page 119 24/10/17
136.	Australian Communicati on and Media Authority	Abetz	Radio licences	<p>Senator ABETZ: Not obligatory; I would agree with that. Is it true that that was the determination in general terms? Look, take it on notice and provide me with the exact detail, please. I've been advised that the US has had this access since 1979—are you able to confirm that, please?—and even Egypt since at least 2001. I assume you're not aware of that? If you can take that on notice. I was told that within three days of this 2015 world conference, the Netherlands granted this 60-metre access to its amateurs, and many European countries have followed suit. If you could confirm on notice whether that is correct. I've also been advised, and if</p>	Page 120 24/10/17

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				<p>you could confirm on notice, that over 100 countries have access, including Fiji and New Caledonia, and they allegedly put strong signals into Australia. If you could confirm that as well, because I am assuming you cannot answer these questions.</p> <p>It's been asserted to me that there has been no harmful interference from these signals coming from countries like Fiji and New Caledonia, so the question is: where are we at for Australia's 15,000—I'm told—licensed amateur radio operators with access to this? I suppose a little knowledge is a dangerous thing, but if the Netherlands, a very small country, can provide access to its population, one would imagine that Australia, with its huge geographic reach, might be able to provide similar access to its amateur population without too much fear of interference. The suggestion has been kindly made to me that a good approach for Australia would at least be to allow the operation of low-power, narrow-band modes—which I'm sure means a lot to you, because it means nothing to me—on selected frequencies, as in other countries. Could you have a look at that and see what we can do for our 15,000 amateur radio licence holders, who are quite passionate about these things?</p> <p>Mr Tanner: We know that well, Senator. We'll take those questions on notice.</p>	
137.	Australian Communicati on and Media Authority	Urquhart	Level of media diversity in Australia	<p>a) What, if anything, does the ACMA do to measure, assess, record and/or report on the level of media diversity/pluralism in Australia at present?</p> <p>b) How does the ACMA currently measure, assess, record and/or report on the level of media diversity/pluralism in Australia?</p> <p>c) Is the ACMA doing any work to change or adapt the way it measures, assesses, records and/or reports on media diversity/pluralism in Australia?</p> <p>d) Noting that the ACMA's research report Local content in regional Australia – 2017 report looked into trust and use of media in regional areas, what, if any, new measures might the ACMA use to measure, assess, record or report on media diversity/pluralism in Australia?</p>	Written 06/11/17
138.	Australian Communicati on and Media Authority	Urquhart	Innovation fund	<p>a) What, if any, is the ACMA's role in relation to the Regional and Small Publishers Innovation Fund (the Fund)?</p> <p>b) Does the ACMA's role in administering grants under the Fund require an amendment to the Australian Communications and Media Authority Act 2005, or any other legislation or regulation administered by the ACMA?</p> <p>c) Under what legislative functions will the ACMA perform its role in relation to</p>	Written 06/11/17

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				<p>the Fund?</p> <p>d) What, if any, additional funding has or will the ACMA receive to perform its role in relation to the Fund?</p> <p>e) If no additional funding is supplied to the ACMA, how will the ACMA absorb the performance of its role in relation to the Fund, and will any other work be impacted or deprioritised?</p> <p>f) What, if any, resources and/or ASL will the ACMA assign to perform its role in relation to the Fund?</p> <p>g) What, if any, other Departments, Agencies or Institutions is the ACMA working with in relation to the Fund?</p> <p>h) How is the Fund (and/or its associated Program) structured?</p> <p>i) Specifically, what elements, grants or programs under the Fund, will the ACMA administer?</p> <p>j) How, or against what, is the \$60.4 million Regional and Small Publishers Innovation Fund (and/or its associated Program) being offset across Government?</p> <p>k) What outcomes is the Fund (and/or its associated Program) intended to achieve?</p> <p>l) What are the key performance metrics to be used to measure or assess the success of the Fund (and/or its associated Program)?</p> <p>m) What is the ACMA's estimate of how many publishers in Australia are eligible for the Fund?</p> <p>n) What is the ACMA's estimate of how many publishers in Australia are not eligible for the Fund?</p> <p>o) Why are publishers affiliated with a superannuation fund excluded from accessing the fund?</p> <p>p) Why are news organisations with foreign-based parent companies not eligible for the fund, but are eligible for cadetships and scholarship programs?</p> <p>q) When will further details on the Fund, including who can apply for the fund, and how the fund will be administered, be released?</p> <p>r) What, if anything, is the ACMA doing to promote Government transparency and accountability in the distribution of the Fund?</p>	
139.	Australian Communication and Media	Urquhart	Community Television	<p>a) Are any trials for testing compression technologies like HEVC DVBT-2 planned or imminent?</p> <p>b) Would a trial for a new compression technology by commercial television</p>	Written 06/11/17

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	Authority			<p>broadcasters require the use of spectrum in all or some licence areas?</p> <p>c) What/how many licence areas would be sufficient for a trial of new compression technology by commercial television broadcasters?</p> <p>d) Would all community television broadcasters need to vacate the radiofrequency spectrum in order for a trial of new compression technology by commercial television broadcasters to be undertaken?</p>	
140.	Australian Communication and Media Authority	Urquhart	Online gambling advertising during live sport	What role, if any, does the ACMA expect to have in administering the Government's new scheme for online gambling advertising restrictions during live sport?	Written 06/11/17
141.	Australian Communication and Media Authority	Urquhart	Statutory control rules	<p>Referring to the ACMA's inquiries into, and consideration of, the actions of Mr Gordon and Mr Murdoch in relation to Network Ten entering voluntary administration in 2017:</p> <p>a. When did the ACMA commence monitoring of and/or inquiries into the situation?</p> <p>b. When did the ACMA conclude its monitoring of and/or inquiries into the situation?</p> <p>c. When did the ACMA Authority consider the situation?</p> <p>d. How can the ACMA be satisfied there was no breach of the statutory control rules if it did not conduct a formal investigation?</p> <p>e. What lines of inquiry did the ACMA follow to consider whether there was a breach of the statutory control rules by Mr Murdoch and/or Mr Gordon?</p> <p>f. What evidence did the ACMA rely on in forming a view that (a) there was no breach of the statutory control rules; and (b) no need to conduct a formal investigation?</p> <p>g. What reasons does the ACMA have to support its view that (a) there was no breach of the statutory control rules; and (b) no need to conduct a formal investigation?</p> <p>h. Has or will the ACMA publish a report of the outcome of its monitoring of and/or inquiries? If so, when; If not, why not?</p> <p>i. What, if any, Government Departments or Agencies did the ACMA liaise with in relation to the investigation?</p>	Written 06/11/17
142.	Australian	Urquhart	Australian and	a) What input did the ACMA have in determining the methodology for the	Written


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	Communicati on and Media Authority		Children's Screen Content Review	Content Review? b) What modelling, if any, has the ACMA undertaken to inform the review of the Australian and Children's Screen Content Review? c) What budgetary resources have been expended to date by the ACMA to inform the Australian and Children's Screen Content Review on: a. Research b. Data collection c. Consultation d. Domestic travel e. International travel.	06/11/17
143.	Australian Communicati on and Media Authority	Urquhart	ACMA Review implementation	a) What ACMA activities are being considered for possible outsourcing, delegation or transition to industry self-regulation over the term of the current ACMA Corporate Plan 2017-21? b) What is the anticipated impact on ACMA budgetary requirements of such outsourcing, delegation or transition to industry self-regulation over the term of the current ACMA Corporate Plan? c) Are any of the ACMA's content investigation and/or complaint management functions being considered for industry self-regulation, in order to promote a technology-neutral approach to content regulation in Australia?	Written 06/11/17
144.	Australian Communicati on and Media Authority	Urquhart	Customer experience research	a) On what date did the Authority decide to undertake conduct the most recent round of research and data collection on NBN customer experiences? b) Was the ACMA directed to undertake this research? If no, please clarify how the proposal originated. c) Will the data be analysed in-house or will a consultant be engaged to perform the analysis? d) Please provide meeting dates for the working group led by the Department of Communications and the Arts, which includes the ACMA and the ACCC. e) Please confirm which powers under the Telecommunications Act is the ACMA using to collect information from businesses across the NBN supply chain. f) Please provide a copy of the information request that was sent to industry. g) In relation to the following statement on the ACMA website: <i>"The ACMA is also commissioning research to examine the current Australian consumer experience before, during and after migration to the NBN, across the range of NBN technologies that are being connected to households and</i>	Written 07/11/17

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				<p><i>businesses in the twelve months prior to the research fieldwork.”</i></p> <p>Please clarify what is mean by “<u>across the range of NBN technologies that are being connected to households and businesses in the twelve months prior to the research fieldwork</u>”</p> <p>Please confirm what twelve month period is being referred to?</p> <p>Please confirm what is the research fieldwork referring to?</p>	
145.	Australian Communicati on and Media Authority	Urquhart	TCP Code	<p>a) Please provide a forecast of when the ACMA expect the next iteration of the TCP Code to be registered?</p> <p>b) What specific issues are currently being considered as part of the code development process?</p>	Written 07/11/17
146.	Australian Communicati on and Media Authority	Urquhart	Single licensing system	<p>c) Has ACMA undertaken any preliminary assessment of what ICT and systems changes would be needed to support the licensing changes envisaged in the spectrum reform Bill?</p> <p>d) How long does the ACMA estimate it would take to implement the ICT changes?</p> <p>e) Will these changes require a new software solution or can the existing licensing systems be readily modified to support the changes?</p>	Written 07/11/17
147.	NBN Co	Ketter	NBN pits	<p>Senator KETTER: Do you have any stats on the number of situations you've come across where you've got pits affected by flooding?</p> <p>Mr Morrow: We do have some research data. I don't have that handy, but I'm happy to take that on notice for you.</p>	Page 133 24/10/17
148.	NBN Co	Urquhart	NBN fiscal savings	<p>Senator URQUHART: Okay. I know you said that it was broader than staff, but will staff be impacted in these different arrangements that you've proposed?</p> <p>Mr Rue: I would look at it that we have been hiring a substantial number of staff in the last few years. I think it's fair to say that the rate of hiring staff will significantly reduce as we move from building and operating a network to primarily—we'll still be building, of course—operating a network. The rate at which we're acquiring staff will reduce.</p> <p>Senator URQUHART: Do you know by how many?</p> <p>Mr Rue: I don't have those numbers here, sorry.</p> <p>Senator URQUHART: Do you have them?</p> <p>Mr Rue: I would have them.</p>	Page 147 24/10/17

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				<p>Senator URQUHART: Would you be able to provide them on notice? Mr Rue: Let me take that on notice.</p>	
149.	NBN Co	O'Neill	NBN towers and congestion	<p>Senator O'NEILL: How do you not have a spot map, if you know which ones they are? Mr Morrow: Because it's in a database somewhere where people are monitoring each one of these cells on their performance. I look at the aggregate, because I want to know if anybody has fallen below the design criteria, and that's why I can tell you it's less than a per cent. We evaluate that to make sure that that actually then gets restored with capacity expansion so we don't fall below that level. I don't have the stats to tell you where the number is, but our team does. Senator O'NEILL: Great. Would you be able to provide me with that so I get a sense of exactly where the problem is? Mr Morrow: Yes, we can. Senator O'NEILL: Thank you very much. When this is identified, what's the usual response time from when you figure out the congestion is happening to when an upgrade occurs, using that data that you're going to provide to me? Mr Morrow: It varies on what the magnitude is, but it gets restored fairly quickly. I'm happy to take that on notice too and let you know how quickly we can actually respond and get out there to upgrade this capacity. Senator O'NEILL: Are we talking days, weeks or months? Mr Morrow: I'll take it on notice. ... Senator O'NEILL: Could you take me through the technical side of things that are involved with an upgrade of such a tower or the cells on a tower to improve the fixed wireless congestion problem? Mr Morrow: We'll take that on notice and we'll do a little diagram for you.</p>	Page 149 24/10/17
150.	NBN Co	O'Neill	Fixed Wireless Towers-congestion	<p>Senator O'NEILL: Do you make retail providers aware of when the fixed wireless tower is a bottleneck during peak hours and other times? Who do you let know? Mr Morrow: Again, they understand that congestion occurs in the networks. Senator O'NEILL: When you know where it is, what's your process for the providers? Mr Morrow: I don't know. It may be with our people that look after the retailers. They may be on top of that and send that over. I'm happy to take it on</p>	Page 150 24/10/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				notice. Senator O'NEILL: Would it be a relatively quick process? Mr Morrow: I don't know. We'll check.	
151.	NBN Co	O'Neill	NBN local staff	Senator O'NEILL: Can I ask three really quick, sharp questions? Have you got 25 NBN local staff in the field now? Is that correct? Ms Keisler: Twenty-six. Senator O'NEILL: Are they all in place? Ms Keisler: I believe we still—yes. Senator O'NEILL: Could you provide on notice a list of where they are? Ms Keisler: I can.	Page 151 24/10/17
152.	NBN Co	Abetz	Cooper Pedy rollout	1. a) Has the NBN roll-out in Cooper Pedy been completed? b) If so, i) how many individual connections are there in Cooper Pedy? ii) what was the total cost of the roll-out in Cooper Pedy? iii) what is the cost per connection in Cooper Pedy? And iv) how long will it take for the Cooper Pedy roll-out to pay for itself?	Written 31/10/17
153.	NBN Co	Griff	Bonuses	1. Can NBN please advise the full KPIs/measures the board's remuneration committee uses to determine whether bonuses will be paid to management? Please also advise how each of these measures is weighted. 2. Are bonuses paid as an annual lump sum or in instalments (e.g. quarterly)? If in instalments, does that mean any upcoming payment is at risk if performance criteria are not meant?	Written 02/11/17
154.	NBN Co	Griff	Tech Lab	1. Regarding NBN's September announcement regarding the development of a Tech Lab, which "will leverage big data, machine learning and existing capability to improve end-user experience... Tech Lab will explore and implement emerging technologies such as machine learning and graph technology – which will provide insights, identify patterns, preferences and trends in people's use and delivery of the services over the nbn access network." Please clarify what this technology is and how Tech Lab would actually operate. 2. The media release said Tech Lab will help NBN Co determine whether faults can be rectified remotely and immediately or whether field technicians are required at the home. a. Doesn't NBN already have this capability?	Written 02/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>b. How does Tech Lab enhance fault detection in real time?</p> <p>3. Tech Lab is also going to help NBN “better understand the key factors that drive dissatisfaction and address them so people have a better experience”.</p> <p>a. What, if any, information will Tech Lab seek from consumers?</p> <p>b. What do you intend to do with the information – how will this change what NBN does?</p> <p>4. Has Tech Lab now been launched? If not, when does NBN expect it will be in operation?</p> <p>5. Can NBN Co provide an overall cost of developing and operating Tech Lab?</p> <p>a. Does this include the costs of the open source technologies used?</p> <p>b. Was it designed in-house, or was its design outsourced?</p> <p>6. Has NBN hired additional staff as part of Tech Lab, for instance in design and operation?</p> <p>a. If so, how many?</p> <p>b. Will it require specific training for staff to be able to draw information out, or is this being run by a separate unit within NBN?</p> <p>7. Has there been any modelling on what Tech Lab will save NBN in terms of time and costs savings as a result of improvements in fault handling, disruptions, etc?</p> <p>a. If so, can you please provide this</p> <p>b. If not, on what is NBN basing its investment?</p> <p>8. How will NBN monitor the cost benefits of Tech Lab?</p> <p>9. Will information gathered by Tech Lab, and the cost-benefit, be made publically available?</p>	
155.	NBN Co	Griff	‘Phone only’ plans	<p>1. My office has fielding a number of calls from constituents who only want to maintain a phone line yet have been sold expensive broadband plans they don’t need by RSPs. Can NBN advise whether any of its educational material makes it clear that affordable ‘phone only’ plans are an option under the NBN? If so, please advise what material contains this information and to whom/how it is distributed.</p> <p>2. As illustrated by the attached snapshot of NBN Co’s website, the information provided under the banner ‘choosing the right speed to suit your needs’ gives prominence to the 25, 50 and 100 speeds. It briefly mentions NBN 12 – which is</p>	Written 02/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>suitable for phone only plans - at the bottom, after the asterisked notes for the bigger plans. Why is the NBN 12 given significantly less prominence on this information page?</p>  <p>Australia's new broadband access network comes with a choice of superfast speeds. nbn™ 25, nbn™ 50 and nbn™ 100.</p> <p>As a wholesaler, we can only offer these speeds to the phone and internet providers that you deal with on a regular basis. This means choosing the right speed and plan through your provider is vital if you want to transform your online experience into something spectacular.</p> <p>When selecting your plan, keep in mind that 25Mbps or above is considered a superfast broadband speed. Not all speeds greater than nbn™ 25 are available at all premises.</p> <p>Check out our guide below for a breakdown on each speed tier and then talk to your phone and internet provider about the plan that suits your needs.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="1077 863 1339 1094" style="background-color: #cccccc; padding: 10px; border: 1px solid #ccc;"> <p>nbn™ 25*</p> <p>Fast broadband - perfect for your everyday use.</p> <p>Ask your phone and internet provider for a plan based on nbn™ 25 if you love:</p> <ul style="list-style-type: none"> 🌐 Browsing the web 📺 Streaming videos ✉️ Emailing </div> <div data-bbox="1359 863 1621 1094" style="background-color: #00a0e3; color: white; padding: 10px; border: 1px solid #ccc;"> <p>nbn™ 50*</p> <p>For homes where multiple people are online at the same time.</p> <p>Ask your phone and internet provider for a plan based on nbn™ 50 if you love:</p> <ul style="list-style-type: none"> 📺 Streaming in High Definition (HD) 🏠 Working from home 📁 Uploading and downloading large files </div> <div data-bbox="1641 863 1904 1107" style="background-color: #003366; color: white; padding: 10px; border: 1px solid #ccc;"> <p>nbn™ 100*</p> <p>Superfast internet - even when numerous people are online at once.</p> <p>Ask your phone and internet provider for a plan based on nbn™ 100 if you live your life online and enjoy:</p> <ul style="list-style-type: none"> 📺 4K video streaming 📁 Uploading and downloading large files 📱 Multiple device web browsing </div> </div> <p><small>*nbn is provider of wholesale speeds to internet providers. nbn™ wholesale speed tiers available to your internet provider vary depending on the access technology in your area. Your experience, including the speeds actually achieved over the nbn™ network, depends on the technology over which services are delivered to your home and some factors outside our control (like your equipment quality, software, broadband plans and how your provider designs its network). nbn™ wholesale speed tiers available to your internet provider vary depending on the access technology in your area.</small></p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin: 10px auto; width: fit-content;"> <p>Factors that can affect your internet experience</p> </div> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p style="text-align: center;">nbn™ 12</p> <p style="text-align: center;"><small>Retail plans based on nbn™ 12 are suitable for households with basic phone or internet usage. nbn™ 12 is not considered a superfast broadband plan. nbn™ 12 may be similar to what many households or businesses in Australia may experience on ADSL2. Speak to your phone and internet provider about the plan that best suits your needs.</small></p> </div>	

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
156.	NBN Co	Urquhart	Advice on Mobile Competition	<p>Since July 2016 has NBN sought any advisory, research or external consulting engagements regarding the market share, take-up or competitive risks of mobile broadband services?</p> <p>If yes, for each engagement please provide:</p> <p>a) What company provided the advice?</p> <p>b) On what date was the report/advice delivered to NBN Co?</p> <p>c) What was the value of the engagement?</p> <p>d) Was this advice provided to the Government or shareholder departments?</p>	Written 03/11/17
157.	NBN Co	Urquhart	Mobile Wireless Competition	<p>Has NBN undertaken any internal market studies or research about the competitive risks of mobile wireless beyond FY22?</p> <p>If yes:</p> <p>a) When was this undertaken?</p> <p>b) Which executive within NBN has responsibility for this advice?</p> <p>c) Was this research presented to the Government or shareholder departments?</p> <p>d) Was this research present to the Board?</p>	Written 03/11/17
158.	NBN Co	Urquhart	Interest on \$19.5 Billion Loan	<p>a) Can NBN confirm the interest rate on the Government loan is 3.96 per cent?</p> <p>b) Is this the same rate the company would have been paying had it secured private debt?</p>	Written 03/11/17
159.	NBN Co	Urquhart	Spending on new copper	How much has NBN spent on new copper cabling to date? Please provide total figure.	Written 03/11/17
160.	NBN Co	Urquhart	New England Rollout	Please advise how many premises in each of the following areas will receive FTTC	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																																																									
				<table border="1"> <thead> <tr> <th data-bbox="1025 284 1245 316"><u>Area/locality</u></th> <th data-bbox="1245 284 1397 316"><u>FTTN</u></th> <th data-bbox="1397 284 1583 316"><u>FTTC</u></th> </tr> </thead> <tbody> <tr><td data-bbox="1025 316 1245 352">Murrurundi</td><td data-bbox="1245 316 1397 352"></td><td data-bbox="1397 316 1583 352"></td></tr> <tr><td data-bbox="1025 352 1245 389">Quirindi</td><td data-bbox="1245 352 1397 389"></td><td data-bbox="1397 352 1583 389"></td></tr> <tr><td data-bbox="1025 389 1245 426">Calala</td><td data-bbox="1245 389 1397 426"></td><td data-bbox="1397 389 1583 426"></td></tr> <tr><td data-bbox="1025 426 1245 462">Hillvue</td><td data-bbox="1245 426 1397 462"></td><td data-bbox="1397 426 1583 462"></td></tr> <tr><td data-bbox="1025 462 1245 499">South Tamworth</td><td data-bbox="1245 462 1397 499"></td><td data-bbox="1397 462 1583 499"></td></tr> <tr><td data-bbox="1025 499 1245 536">West Tamworth</td><td data-bbox="1245 499 1397 536"></td><td data-bbox="1397 499 1583 536"></td></tr> <tr><td data-bbox="1025 536 1245 572">East Tamworth</td><td data-bbox="1245 536 1397 572"></td><td data-bbox="1397 536 1583 572"></td></tr> <tr><td data-bbox="1025 572 1245 609">North Tamworth</td><td data-bbox="1245 572 1397 609"></td><td data-bbox="1397 572 1583 609"></td></tr> <tr><td data-bbox="1025 609 1245 646">Kootingal</td><td data-bbox="1245 609 1397 646"></td><td data-bbox="1397 609 1583 646"></td></tr> <tr><td data-bbox="1025 646 1245 683">Manilla</td><td data-bbox="1245 646 1397 683"></td><td data-bbox="1397 646 1583 683"></td></tr> <tr><td data-bbox="1025 683 1245 719">Glen Innes</td><td data-bbox="1245 683 1397 719"></td><td data-bbox="1397 683 1583 719"></td></tr> <tr><td data-bbox="1025 719 1245 772">Guyra, South Guyra</td><td data-bbox="1245 719 1397 772"></td><td data-bbox="1397 719 1583 772"></td></tr> <tr><td data-bbox="1025 772 1245 809">Inverell</td><td data-bbox="1245 772 1397 809"></td><td data-bbox="1397 772 1583 809"></td></tr> <tr><td data-bbox="1025 809 1245 845">Tenterfield</td><td data-bbox="1245 809 1397 845"></td><td data-bbox="1397 809 1583 845"></td></tr> <tr><td data-bbox="1025 845 1245 882">Uralla</td><td data-bbox="1245 845 1397 882"></td><td data-bbox="1397 845 1583 882"></td></tr> <tr><td data-bbox="1025 882 1245 919">Walcha</td><td data-bbox="1245 882 1397 919"></td><td data-bbox="1397 882 1583 919"></td></tr> <tr><td data-bbox="1025 919 1245 956">Werris Creek</td><td data-bbox="1245 919 1397 956"></td><td data-bbox="1397 919 1583 956"></td></tr> <tr><td data-bbox="1025 956 1245 992">Bingara</td><td data-bbox="1245 956 1397 992"></td><td data-bbox="1397 956 1583 992"></td></tr> </tbody> </table>	<u>Area/locality</u>	<u>FTTN</u>	<u>FTTC</u>	Murrurundi			Quirindi			Calala			Hillvue			South Tamworth			West Tamworth			East Tamworth			North Tamworth			Kootingal			Manilla			Glen Innes			Guyra, South Guyra			Inverell			Tenterfield			Uralla			Walcha			Werris Creek			Bingara			
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161.	NBN Co	Urquhart	User Satisfaction Data	<p>NBN have previously stated that 15 per cent of end-users are dissatisfied. Under subsequent questioning by the NBN Joint Standing Committee NBN Co provided the following information about the survey it undertakes.</p> <p>Answer: In this survey, end-users are asked to provide a number on a scale from 0 to 10, regarding their satisfaction with their current home internet service where 0 is 'not at all satisfied' and 10 is 'extremely satisfied'.</p> <p>These raw scores were then measured against a calibration question, which allowed for the following distribution:</p> <p>Exceeds expectations: 56% Met expectations: 27% Below expectations: 15% There is an accounting discrepancy which is further classified as "Don't know": 2%</p>	Written 03/11/17																																																									

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				<p>This response did not reveal the raw scores, but suggested NBN Co are using a calibration question to adjust the raw scores. Please provide the following for the survey data at the time the Joint Standing Committee asked the question (1 August 2017).</p> <p>a) The raw scores for each scale between 0 and 10</p> <table border="1" data-bbox="1016 504 1688 943"> <thead> <tr> <th>Scale of 0 to 10</th> <th>Raw scores – Percentage of respondents</th> </tr> </thead> <tbody> <tr><td>0</td><td></td></tr> <tr><td>1</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> <tr><td>5</td><td></td></tr> <tr><td>6</td><td></td></tr> <tr><td>7</td><td></td></tr> <tr><td>8</td><td></td></tr> <tr><td>9</td><td></td></tr> <tr><td>10</td><td></td></tr> </tbody> </table> <p>b) The satisfaction associated with each number on the scale from 1 to 10. For example, not at all satisfied and extremely satisfied.</p> <table border="1" data-bbox="1016 1102 1688 1372"> <thead> <tr> <th>Scale of 0 to 10</th> <th>Satisfaction</th> </tr> </thead> <tbody> <tr><td>0</td><td>Not at all satisfied</td></tr> <tr><td>1</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> <tr><td>5</td><td></td></tr> <tr><td>6</td><td></td></tr> </tbody> </table>	Scale of 0 to 10	Raw scores – Percentage of respondents	0		1		2		3		4		5		6		7		8		9		10		Scale of 0 to 10	Satisfaction	0	Not at all satisfied	1		2		3		4		5		6		
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8																													
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10	Extremely satisfied																												
162.	NBN Co	Urquhart	Advocacy Score	<p>In the same format as QON350 from the Budget Estimates hearing - please provide the latest advocacy scores for the fixed-line access technologies deployed by NBN. If possible, please disaggregate FTTN and FTTB. If that is not possible, present the blended figure.</p> <table border="1"> <thead> <tr> <th>Technology</th> <th>Advocacy</th> </tr> </thead> <tbody> <tr><td>Fibre to the premises</td><td></td></tr> <tr><td>Fibre to the node</td><td></td></tr> <tr><td>Fibre to the basement</td><td></td></tr> <tr><td>HFC</td><td></td></tr> </tbody> </table>	Technology	Advocacy	Fibre to the premises		Fibre to the node		Fibre to the basement		HFC		Written 03/11/17														
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163.	NBN Co	Urquhart	Corporate Affairs Expenditure	<p>Please provide total expenditure by the Corporate Affairs division over FY16-17.</p> <p>a) Please break down the reported short-term employee benefits for FY17 from the annual report into the following categories:</p> <p>The components of employee benefits provisions are as follows:</p>	Written 03/11/17																								
164.	NBN Co	Urquhart	Breakdown of short term employee benefits	<table border="1"> <thead> <tr> <th></th> <th>30 June 2017</th> <th>30 June 2016</th> </tr> <tr> <th></th> <th>\$m</th> <th>\$m</th> </tr> </thead> <tbody> <tr> <td>Current</td> <td></td> <td></td> </tr> <tr> <td>Short-term employee benefits</td> <td>109</td> <td>96</td> </tr> <tr> <td>Other employee benefits</td> <td>3</td> <td>1</td> </tr> <tr> <td>Total</td> <td>112</td> <td>97</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Cost Category</th> <th>\$mil</th> </tr> </thead> <tbody> <tr> <td>Short-term incentives</td> <td></td> </tr> <tr> <td>Annual leave expected to be</td> <td></td> </tr> </tbody> </table>		30 June 2017	30 June 2016		\$m	\$m	Current			Short-term employee benefits	109	96	Other employee benefits	3	1	Total	112	97	Cost Category	\$mil	Short-term incentives		Annual leave expected to be		Written 03/11/17
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165.	NBN Co	Urquhart	International Training	<p>Have any senior NBN executives (Band B or above) been sent overseas for leadership, management or development training since July 2016?</p> <p>If yes:</p> <p>a) To which country?</p> <p>b) What was the total cost of flights, transport, accommodation and training?</p> <p>c) What type of training did they receive?</p>	Written 03/11/17																									
166.	NBN Co	Urquhart	FTTB & FTTN	<p>a) What is the average number of premises in a complex/MDU which are served through an FTTB deployment?</p> <p>b) Please provide an unblended CPP for FTTN and FTTB individually.</p>	Written 03/11/17																									
167.	NBN Co	Urquhart	Working capital	With reference to page 34 of the 2018 Corporate Plan:	Written																									

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																																																																																										
				<p data-bbox="1070 316 1554 408">2. Operational and financial highlights</p> <p data-bbox="1070 437 1357 456">Table 2: Integrated financials FY17-21</p> <table border="1" data-bbox="1070 464 1715 975"> <thead> <tr> <th></th> <th>FY17(A)</th> <th>FY18</th> <th>FY19</th> <th>FY20</th> <th>FY21</th> </tr> </thead> <tbody> <tr> <td colspan="6">\$ billions</td> </tr> <tr> <td>Revenue</td> <td>1.0</td> <td>1.9</td> <td>3.5</td> <td>4.9</td> <td>5.4</td> </tr> <tr> <td>Operating Expenses</td> <td>(2.1)</td> <td>(2.4)</td> <td>(2.5)</td> <td>(2.7)</td> <td>(2.9)</td> </tr> <tr> <td>EBITDA before subscriber payments</td> <td>(1.1)</td> <td>(0.5)</td> <td>1.0</td> <td>2.2</td> <td>2.5</td> </tr> <tr> <td>Subscriber payments</td> <td>(1.6)</td> <td>(2.9)</td> <td>(3.4)</td> <td>(1.5)</td> <td>(0.3)</td> </tr> <tr> <td>EBITDA</td> <td>(2.7)</td> <td>(3.4)</td> <td>(2.4)</td> <td>0.7</td> <td>2.2</td> </tr> <tr> <td>Capital Expenditure</td> <td>(5.8)</td> <td>(7.0)</td> <td>(4.2)</td> <td>(1.6)</td> <td>(0.6)</td> </tr> <tr> <td>Contingency</td> <td>0.0</td> <td>(0.5)</td> <td>(0.6)</td> <td>(0.6)</td> <td>(0.6)</td> </tr> <tr> <td>Interest and Working Capital</td> <td>1.3</td> <td>(0.1)</td> <td>(0.7)</td> <td>(0.9)</td> <td>(0.9)</td> </tr> <tr> <td>Cash flow</td> <td>(7.2)</td> <td>(11.0)</td> <td>(7.9)</td> <td>(2.4)</td> <td>0.1</td> </tr> <tr> <td colspan="6">Peak funding</td> </tr> <tr> <td>Equity funding</td> <td>(27.5)</td> <td>(29.5)</td> <td>(29.5)</td> <td>(29.5)</td> <td>(29.5)</td> </tr> <tr> <td>Debt funding</td> <td>0.0</td> <td>(9.0)</td> <td>(16.9)</td> <td>(19.3)</td> <td>(19.2)</td> </tr> <tr> <td></td> <td>(27.5)</td> <td>(38.5)</td> <td>(46.4)</td> <td>(48.8)</td> <td>(48.7)</td> </tr> </tbody> </table> <p data-bbox="1014 1023 1939 1114">a) Please break down the \$1.3 billion cash flow in FY17 under interest and working capital into the respective components. I.e. how much is interest and how much is working capital?</p> <p data-bbox="1014 1150 1939 1241">b) Why does the 2018 Corporate Plan figure for FY17 (+\$1.3b) differ materially to the forecasts in the 2017 Corporate Plan (\$0b) and 2016 Corporate plan (-\$0.2b)?</p>		FY17(A)	FY18	FY19	FY20	FY21	\$ billions						Revenue	1.0	1.9	3.5	4.9	5.4	Operating Expenses	(2.1)	(2.4)	(2.5)	(2.7)	(2.9)	EBITDA before subscriber payments	(1.1)	(0.5)	1.0	2.2	2.5	Subscriber payments	(1.6)	(2.9)	(3.4)	(1.5)	(0.3)	EBITDA	(2.7)	(3.4)	(2.4)	0.7	2.2	Capital Expenditure	(5.8)	(7.0)	(4.2)	(1.6)	(0.6)	Contingency	0.0	(0.5)	(0.6)	(0.6)	(0.6)	Interest and Working Capital	1.3	(0.1)	(0.7)	(0.9)	(0.9)	Cash flow	(7.2)	(11.0)	(7.9)	(2.4)	0.1	Peak funding						Equity funding	(27.5)	(29.5)	(29.5)	(29.5)	(29.5)	Debt funding	0.0	(9.0)	(16.9)	(19.3)	(19.2)		(27.5)	(38.5)	(46.4)	(48.8)	(48.7)	03/11/17
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168.	NBN Co	Urquhart	Mobile take up in 2018 Corporate Plan	<p data-bbox="1014 1251 1536 1278">The 2017 Corporate Plan states the following:</p> <p data-bbox="1111 1283 1939 1372">Beyond FY20, overall Australian market penetration of fast broadband speeds is forecast to grow to 73-75 per cent of nbn's covered network depending on the geographical location. This is constrained by:</p>	Written 03/11/17																																																																																										

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<ul style="list-style-type: none"> • take-up of mobile-only products (estimated ~15-16 per cent of premises, mainly for groups with low traffic needs and high mobility needs) • vacant premises (estimated ~8.5-9.5 per cent of premises, assuming that ~40 per cent of holiday homes will have an nbn™ network connection) <p>The 2018 Corporate Plan has less detail: By FY21, nbn expects that 73–75 per cent of premises will order a service over the nbn™ network. This is consistent with actual take-up rates observed in areas that have already reached the end of the 18-month migration window.</p> <p>a) Please clarify what mobile take-up and vacancy figures underpin the 2018 Corporate Plan?</p>	
169.	NBN Co	Urquhart	Capital expenditure on fixed wireless and satellite to date	<p>a) What is the cumulative CAPEX spend on Fixed Wireless and Satellite to date?</p> <p>b) What is the expected cumulative CAPEX spend on Fixed Wireless and Satellite at the end of the rollout?</p> <p>c) What is the cumulative CAPEX and OPEX spend on ICT to date?</p> <p>d) What is the total spend on IT capex to date?</p> <p>e) What is the total spend on IT capex between FY13 and FY17?</p> <p>f) What is the total spend on IT opex to date?</p> <p>g) What is the total spend on IT opex between FY13 and FY17?</p> <p>h) What is the total spend on IT to date?</p> <p>i) What is the total spend on IT between FY13 and FY17?</p>	Written 03/11/17
170.	NBN Co	Urquhart	Confirmation of residential FTTC transmission profile	<p>a) Will the commercial launch of residential FTTC services use VDSL2 17a?</p> <p>b) Will the distribution point electronics deployed in the field be capable of supporting g.fast with a software update?</p> <p>c) Will g.fast be deployed to any FTTC residential users before rollout completion?</p>	Written 03/11/17
171.	NBN Co	Urquhart	Length of copper purchased	<p>a) How many metres of new copper has NBN purchased to date?</p> <p>b) How much of this is sourced from Brazil?</p> <p>c) How much of this is sourced from Turkey?</p>	Written 03/11/17
172.	NBN Co	Urquhart	TIO compensation	<p>a) How much in complaint process fees has NBN paid to the TIO to date? This should also include payments to retail providers in lieu of payments they made to</p>	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																
				the TIO. b) What proportion of this relates to compensation stemming from complaints about land access disputes? And what proportion pertains to complaints that were directed to retail providers?																	
173.	NBN Co	Urquhart	QON 213 distribution of FTTN speeds	a) Please confirm the data provided in response to Budget Estimates QON213 “distribution plots – speeds on FTTN” does not include blended speed data from FTTB	Written 03/11/17																
174.	NBN Co	Urquhart	Fault rates	a) What is the expected fault rate for FTTN services? b) What is the expected fault rate for HFC services? c) What is the expected fault rate for FTTP services?	Written 03/11/17																
175.	NBN Co	Urquhart	100MBPS or over	Please complete the following table <table border="1" data-bbox="1021 647 1877 1139"> <thead> <tr> <th>Technology</th> <th>Estimated proportion (%) of premises who can access layer 2 speed of 100mbps or more by rollout completion</th> </tr> </thead> <tbody> <tr> <td>FTTP</td> <td></td> </tr> <tr> <td>FTTN</td> <td></td> </tr> <tr> <td>FTTB</td> <td></td> </tr> <tr> <td>FTTC</td> <td></td> </tr> <tr> <td>HFC</td> <td></td> </tr> <tr> <td>FW</td> <td></td> </tr> <tr> <td>Satellite</td> <td>0 per cent</td> </tr> </tbody> </table>	Technology	Estimated proportion (%) of premises who can access layer 2 speed of 100mbps or more by rollout completion	FTTP		FTTN		FTTB		FTTC		HFC		FW		Satellite	0 per cent	Written 03/11/17
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Satellite	0 per cent																				
176.	NBN Co	Urquhart	FTTN Speed	a) What is the median layer 2 speed on FTTN? b) Can NBN confirm whether the end-users who have had their speed tiers downgraded by Telstra and Optus were all on fibre to the node? c) How many active FTTN services currently on the NBN have a maximum attainable layer 2 speed that does not exceed 60 per cent of the AVC their provider has sold them? d) How many consumers on the NBN have a maximum attainable layer 2 speed	Written 03/11/17																

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																
				that does not exceed 80 per cent of the AVC speed tier their provider has sold them?																	
177.	NBN Co	Urquhart	Migration	<p>For a typical migration window please provide the following:</p> <table border="1"> <thead> <tr> <th>Stage</th> <th>NBN take-up (%)</th> </tr> </thead> <tbody> <tr> <td>3 month mark</td> <td></td> </tr> <tr> <td>6 month mark</td> <td></td> </tr> <tr> <td>9 month mark</td> <td></td> </tr> <tr> <td>12 month mark</td> <td></td> </tr> <tr> <td>15 month mark</td> <td></td> </tr> <tr> <td>18 month mark</td> <td></td> </tr> <tr> <td>After completion of migration window</td> <td></td> </tr> </tbody> </table>	Stage	NBN take-up (%)	3 month mark		6 month mark		9 month mark		12 month mark		15 month mark		18 month mark		After completion of migration window		Written 03/11/17
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178.	NBN Co	Urquhart	Unanswered QON 298 & 359	With reference to the QON298 and QON359 from Budget Estimates:	Written 03/11/17																

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p style="text-align: right;">Question No: 298</p> <p>NBN Co Limited Hansard Ref: Written, 27/06/2017</p> <p>Topic: Cost of commissioned research Senator Urquhart, Anne asked: Please provide the costs associated with each of the following pieces of NBN commissioned research/reports:</p> <ul style="list-style-type: none"> (a) The nbn GranTechie Report (b) The nbn Season of Connectivity Report (c) The Ovum report on regional connectivity and fixed wireless (d) The nbn Digital Parenting Report (e) The nbn Digital Dream Report (f) Aussie App-etite: connected devices building the future home (Telsyte) (g) Internet Uninterrupted 2016: Australian Households of the Connected Future (h) nbn: Future of sport Report (i) nbn Broadband Index (j) Going Glocal (k) Gen nbn: 2020 and beyond (l) Towards a super connected Australia (m) SME cloud-based services: overseas successes & Australian opportunities (Ovum) (n) Super connected lifestyle locations <p>Answer: nbn has a publicly available advertising and marketing budget within which it operates in order to generate revenue and ensure a return on investment to taxpayers. Within that budget, nbn runs a number of consumer campaigns and research insights are commissioned as part of these campaigns to make sure people are aware of the benefits of the nbn network in an aim to drive activations. As nbn commissions research from a variety of sources, the cost of individual studies is commercially sensitive. The cost of published research in support of consumer campaigns in FY 2017 is \$582,155.</p> <p>And</p>	

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p style="text-align: right;">Question No: 359</p> <p>NBN Co Limited Hansard Ref: Written, 27/06/2017</p> <p>Topic: Costs of other commissioned reports/research Senator Urquhart, Anne asked: Please provide costs for the following work commissioned by NBN Co:</p> <ul style="list-style-type: none"> (a) The nbn Silver Economy research/report. (b) The nbn S-ME Time research/report. (c) The nbn Side Hustle research/report. (d) The nbn Ready Homes research/report. (e) The nbn Net-Fit research/report. (f) The nbn Digital Health at Home research/report. <p>Answer: Please refer to Question on Notice 298.</p> <p>a) Please provide the collective aggregate total expenditure for the commissioned pieces of research identified in the respective QONs.</p> <p>b) Please provide the number of website visits to the research/release PDF link for each piece of research identified in QON298 and QON359.</p>	
179.	NBN Co	Urquhart	Unanswered QoN 357	With regards to the unanswered QoN 357	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p style="text-align: right;">Question No: 357</p> <p>NBN Co Limited Hansard Ref: Written, 27/06/2017</p> <p>Topic: NBN technology trials Senator Urquhart, Anne asked:</p> <ol style="list-style-type: none"> 1. How much has NBN spent on trialling Docsis 3.1? 2. How much has NBN spent on trialling NG-PON2? 3. How much has NBN spent on trialling G.Fast and XG.Fast? 4. What has been the overall cost of running NBN Co's trial labs since 2014? <p>Answer: nbn provides details of capital and operational expenditure in the Corporate Plan. nbn's technology group undertakes testing and trials of technology on a regular basis as part of their business-as-usual activities. To try to disaggregate and allocate costs of normal business activity in the way requested would be an unreasonable diversion of resources.</p> <p>Please answer the question. It is reasonable for the taxpayer to know how much NBN has spent on trialing technologies in the lab, when it potentially could have invested that money on deploying available technology in a real-world scenario instead. The NBN Corporate Plan indicates that trials are not incorporated into CPP, which suggest they have a cost centre which permits an appropriate degree of disaggregation. I do not consider this represents an unreasonable diversion of resources given the specific nature of the trials.</p>	
180.	NBN Co	Urquhart	Staff members	Please provide the following information on NBN's headcount and budget: a) How many staff do NBN currently employ? Please provide a breakdown for temporary staff (contractors) b) How many staff work in the company's IT department? c) What is the current head count for NBN's corporate affairs and public relations functions? Please break down by employment band. d) What budget has been allocated for NBN's Corporate Affairs for the 2017-18 financial year?	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
181.	NBN Co	Urquhart	Back of house processing	<p>In QON330 from Budget Estimates NBN Co advised it has back of house processing undertaken by Accenture, Infosys, Tata Consultancy, Stellar Asia Pacific and Wipro across the Philippines and India.</p> <p style="text-align: right;">Question No: 330</p> <p>NBN Co Limited Hansard Ref: Written, 27/06/2017</p> <p>Topic: Call centre Senator Urquhart, Anne asked:</p> <p>Please advise whether NBN Co procures any call-centre or back-of-house processing services from locations outside of Australia? If yes:</p> <ul style="list-style-type: none"> (a) In what locations? (b) Who are the providers NBN contracts with? (c) How many staff are located in the overseas call centre? (d) What have been the costs associated with these call centres in FY16-17 to date? <p>Answer:</p> <p>nbn does not have any call centre operations (where calls are received from end user or members of the Australian public) outside of Australia. nbn does procure back of house processing services from locations outside of Australia.</p> <ul style="list-style-type: none"> (a) Back of house processing services are procured from India and Philippines. (b) Accenture, Infosys, Tata Consultancy Services Ltd, Stellar Asia Pacific Pty Ltd, Wipro. (c) Not applicable. (d) Not applicable. <p>Please advise:</p> <ul style="list-style-type: none"> a) How many staff are working on NBN activities across each of these providers? b) When were each of these providers first engaged to provide services? c) Please provide the value of each engagement over FY16-17, and the total expenditure on each of these engagements to date. 	Written 03/11/17
182.	NBN Co	Urquhart	Calls to call centre	<p>With reference to the NBN public-facing contact centre number:</p> <ul style="list-style-type: none"> a) How many calls have been made to the 1800 687 626 number in 2017 to date? Please break down by month. b) What is the average wait time for calls in 2017? 	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																																								
				c) What is the average call handle time? d) What is the abandoned call rate? e) What is the Customer Satisfaction Survey score to date on the dimension of Satisfaction with the Resolution and Overall outcome?																																									
183.	NBN Co	Urquhart	Micronodes Updates	Please provide an update on micro-nodes through the following table: <table border="1"> <thead> <tr> <th>State</th> <th>In service</th> <th>Not currently providing a service</th> <th>Total deployed</th> </tr> </thead> <tbody> <tr><td>ACT</td><td></td><td></td><td></td></tr> <tr><td>NSW</td><td></td><td></td><td></td></tr> <tr><td>NT</td><td></td><td></td><td></td></tr> <tr><td>QLD</td><td></td><td></td><td></td></tr> <tr><td>SA</td><td></td><td></td><td></td></tr> <tr><td>TAS</td><td></td><td></td><td></td></tr> <tr><td>VIC</td><td></td><td></td><td></td></tr> <tr><td>WA</td><td></td><td></td><td></td></tr> <tr><td>Total</td><td></td><td></td><td></td></tr> </tbody> </table> If not all in service, given statements such as in the link below by NBN Corporate Affairs in July 2017 that “existing micronodes were planned to be connected by October”, what is the reason for the further delay? https://www.examiner.com.au/story/4786688/fibre-left-unconnected/	State	In service	Not currently providing a service	Total deployed	ACT				NSW				NT				QLD				SA				TAS				VIC				WA				Total				Written 03/11/17
State	In service	Not currently providing a service	Total deployed																																										
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184.	NBN Co	Urquhart	Business revenue	With reference to recent comments by the NBN Chairman that NBN Co would like to generate 20 per cent of its revenue from business: a) Does this include small business? Or is this comment referring to SME and Enterprise? b) Is the 20 per cent figure an aspiration? Or an assumption underpinning revenue projections in the 2018 NBN Corporate Plan? c) What proportion of total revenue was assumed to come from business in the	Written 03/11/17																																								

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																																								
				2017 Corporate Plan? Has the more recent plan revised this upwards? d) Please provide a high level breakdown of business revenue by the relevant segments.																																									
185.	NBN Co	Urquhart	Peak funding	a) Why is NBN still forecasting a peak funding figure of \$49 billion? Does the company not have sufficient cost certainty to bring the project in at \$47 to \$48 billion?	Written 03/11/17																																								
186.	NBN Co	Urquhart	Cumulative capital expenditure increase	<p>Cumulative capital expenditure to FY2020 appears to have increased by \$1.4 billion in the 2018 Corporate Plan relative to the 2017 Corporate Plan.</p> <table border="1"> <thead> <tr> <th>CAPEX</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> </tr> <tr> <td></td> <th>FY13</th> <th>FY14</th> <th>FY15</th> <th>FY16</th> <th>FY17</th> <th>FY18</th> <th>FY19</th> <th>FY20</th> <th>Cumul</th> </tr> </thead> <tbody> <tr> <td>2017 CP</td> <td>3.1</td> <td>2.5</td> <td>3.3</td> <td>4.7</td> <td>6.1</td> <td>5.9</td> <td>3.3</td> <td>1.9</td> <td>30.8</td> </tr> <tr> <td>2018 CP</td> <td>3.1</td> <td>2.5</td> <td>3.3</td> <td>4.7</td> <td>5.8</td> <td>7</td> <td>4.2</td> <td>1.6</td> <td>32.2</td> </tr> </tbody> </table> <p>Please explain: a) Why this has occurred? b) How much of this increased capital spend is a result of reallocation from the existing contingency pool? c) Please break down the cost increase to the relevant cost segments (i.e. FTTC/HFC etc)?</p>	CAPEX											FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY20	Cumul	2017 CP	3.1	2.5	3.3	4.7	6.1	5.9	3.3	1.9	30.8	2018 CP	3.1	2.5	3.3	4.7	5.8	7	4.2	1.6	32.2	Written 03/11/17
CAPEX																																													
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187.	NBN Co	Urquhart	Greenfield	<p>The 2018 NBN Corporate Plan appears to show that NBN will be passing 100,000 fewer Greenfield by FY2020 than previously forecast in the 2017 Corporate Plan.</p> <p>Please explain: a) Why this has occurred? b) Are there fewer Greenfield premises than NBN previously anticipated, or does NBN expect to cede a greater proportion of this market to its competitors? c) What impact did this revision have on peak funding?</p>	Written 03/11/17																																								
188.	NBN Co	Urquhart	Flights paid for journalists by NBN Co	<p>With reference to journalists and media outlets sponsored by NBN Co to attend and cover events by paying for their airfares and/or accommodation: a) Which news outlets did they work for? What was the total cost? Please break down for the following period: FY2016-17 to date b) Where possible, please list the event/announcement that was covered by the outlet next to each sponsored item.</p>	Written 03/11/17																																								
189.	NBN Co	Urquhart	MGM Grand	With reference to QON 339 from Budget Estimates	Written 03/11/17																																								

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																												
				<p style="text-align: right;">Question No: 339</p> <p>NBN Co Limited Hansard Ref: Written, 27/06/2017</p> <p>Topic: International Travel – QON216 Senator Urquhart, Anne asked:</p> <p>In reference to the response to QON216 from additional estimates regarding the trip to the Consumer Electronics show:</p> <ul style="list-style-type: none"> (a) Please confirm how many days were spent in the USA to attend the CES. (b) Please list all cities visited as part of this trip, and the purpose of being in that city. (c) Please disaggregate flight and accommodation costs. (d) What were the total costs associated with the trip? (e) What hotels were stayed at? <p>Answer:</p> <ul style="list-style-type: none"> (a) 3 days (b) Las Vegas, for the purpose of attending CES. (c) Flights - \$15,825.04; Hotel - 2,005.25 (d) In AUD after conversion from US\$ - CES registration fee: \$2,389.13, Sydney & USA taxis \$239.79, Meals \$166.23 plus airfare and hotel as per part c. (e) MGM Grand Las Vegas <p>Please confirm a) what type of room was booked at the MGM Grand in Las Vegas?</p>																													
190.	NBN Co	Urquhart	Design and construction phase	<p>Please complete the following table with current data</p> <table border="1" data-bbox="1032 1066 1946 1331"> <thead> <tr> <th></th> <th>FTTN/ B</th> <th>FTTC</th> <th>HFC</th> <th>FTTP</th> <th>FW</th> <th>Satellite</th> </tr> </thead> <tbody> <tr> <td>RFS</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>In design</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>In construction</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		FTTN/ B	FTTC	HFC	FTTP	FW	Satellite	RFS							In design							In construction							Written 03/11/17
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				<table border="1"> <tr> <td>Not in design or construction</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <p>For the purpose of transparency and completeness please do not avoid answering this question as occurred in QON246 in additional estimates by referring to the weekly report on the NBN website. The RFS update contains broad technology types, and not the specific technology types requested in this table. Further, please do not reference the link below as it is not what is being sought. www.NBNCo.com.au/content/dam/NBNCo2/documents/website-communitiestable.pdf</p>	Not in design or construction							
Not in design or construction												
191.	NBN Co	Urquhart	Subscriber payments	<p>Cumulative subscribe payments to FY2020 appear to have increased from \$9.7 billion in the 2017 Corporate plan to \$10.3 billion in the 2018 Corporate plan. Please advise:</p> <p>a) What is the driver of this increase?</p> <p>b) Has the removal of 300,000 premises from the rollout database had an impact on subscriber payments?</p>	Written 03/11/17							
192.	NBN Co	Urquhart	Service Class Zero - technology	Can NBN please provide a breakdown of current SC0 premises by technology type?	Written 03/11/17							
193.	NBN Co	Urquhart	NBN building new HFC	<p>The 2018 Corporate Plan shows an increase in the number of base-case HFC premises.</p> <p>a) Please confirm the number of additional HFC premises relative to the 2017 plan.</p> <p>b) Are these premises intended to be in in-fill areas? If yes, does this mean NBN Co will be building new HFC?</p> <p>c) What is the CPP for HFC premises in in-fill areas relative to those in the Telstra footprint?</p> <p>d) Is in-fill HFC faster and cheaper to rollout compared to FTTN?</p>	Written 03/11/17							
194.	NBN Co	Urquhart	Unanswered QoNs 176 and 312 – RFS figures in 2016 Corporate Plan	With reference to QON176 from additional estimates in March 2017, and QON312 from Budget Estimates in June 2017:	Written 03/11/17							

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																					
				<p>Topic: Additional Estimates – QON176 – RFS figures underpinning 2016 Corporate Plan Senator Urquhart, Anne asked: With reference to QON176 from additional estimates:</p> <p style="text-align: right;">Question No: 176</p> <p>NBN Co Limited Hansard Ref: Written, 14/03/2017</p> <p>Topic: RFS cumulative figures underpinning 2016 Corporate Plan Senator Urquhart, Anne asked: Please confirm the underlying cumulative RFS assumptions for FY19 and FY20 underpinning financial forecasts in the 2016 Corporate Plan.</p> <table border="1" data-bbox="1234 568 1610 683"> <thead> <tr> <th></th> <th>FY19</th> <th>FY20</th> </tr> </thead> <tbody> <tr> <td>FTTH (brownfield)</td> <td></td> <td></td> </tr> <tr> <td>FTTH (greenfield)</td> <td></td> <td></td> </tr> <tr> <td>FTTN/B</td> <td></td> <td></td> </tr> <tr> <td>HFC</td> <td></td> <td></td> </tr> <tr> <td>Fixed wireless</td> <td></td> <td></td> </tr> <tr> <td>Satellite</td> <td></td> <td></td> </tr> </tbody> </table> <p>The following question has now been put to NBN Co on two separate occasions, which the company has sought to deflect and not respond to. In the first response NBN made reference to the 2017 Corporate Plan, despite the question seeking data from the 2016 corporate plan.</p> <div style="border: 1px solid red; padding: 5px; margin: 10px 0;"> <p>Answer: The nbn 2016 Corporate Plan was a three-year plan containing forecasts up to FY18; it did not contain RFS figures for FY19 and FY20. These figures were included on page 47 of the 2017 Corporate Plan.</p> </div> <p>In the second response NBN stated they did not have the time to locate the figures from the 2016 Corporate Plan.</p>		FY19	FY20	FTTH (brownfield)			FTTH (greenfield)			FTTN/B			HFC			Fixed wireless			Satellite			
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				<p style="text-align: center;">Senate Standing Committee on Environment and Communications Answers to Senate Estimates Questions on Notice Budget Estimates Spill-over Hearing June 2017 Communications Portfolio NBN Co Limited</p> <p>Answer: The volume of detailed questions on notice and the limited time available to respond mean, nbn must prioritise questions that are not answered in whole or in part in regular reporting vehicles such as weekly updates, the corporate plan, annual reports, quarterly financial reports or on our website. RFS figures for the next four years, broken down by technology, are provided in the latest Corporate Plan.</p> <p>Please provide the data requested in QONs 176 and 312. If some additional time is needed to locate the information, that is acceptable. As NBN Co would be aware, whilst the FY19 and FY20 forecasts may not have been published in the 2016 Corporate Plan, they would have existed and been used as part of NBN Co's financial modeling. Transparency is sought regarding these assumptions. Given we are dealing with historical data the release of this information does not compromise any information that is commercial to NBN.</p>	
195.	NBN Co	Urquhart	Unanswered QoNs 177 & 313 – activation figures in 2016 Corporate Plan	With reference to QON 177 from additional estimates in March 2017 and QON 313 from Budget Estimates in June 2017:	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																					
				<p style="text-align: right;">Question No: 313</p> <p>NBN Co Limited Hansard Ref: Written, 27/06/2017</p> <p>Topic: Additional Estimates – QON177 – activation figures underpinning 2016 Corporate Plan Senator Urquhart, Anne asked: With reference to QON177 from additional estimates:</p> <p style="text-align: right;">Question No: 177</p> <p>NBN Co Limited Hansard Ref: Written, 14/03/2017</p> <p>Topic: Activation cumulative figures underpinning 2016 Corporate Plan Senator Urquhart, Anne asked: Please confirm the underlying cumulative activation assumptions for FY19 and FY20 underpinning financial forecasts in the 2016 Corporate Plan.</p> <table border="1" data-bbox="1207 751 1592 919"> <thead> <tr> <th></th> <th>FY19</th> <th>FY20</th> </tr> </thead> <tbody> <tr> <td>FTTH (brownfield)</td> <td></td> <td></td> </tr> <tr> <td>FTTH (greenfield)</td> <td></td> <td></td> </tr> <tr> <td>FTTNB</td> <td></td> <td></td> </tr> <tr> <td>HFC</td> <td></td> <td></td> </tr> <tr> <td>Fixed wireless</td> <td></td> <td></td> </tr> <tr> <td>Satellite</td> <td></td> <td></td> </tr> </tbody> </table> <p>Answer: The nbn 2016 Corporate Plan was a three-year plan containing forecasts up to FY18; it did not contain activation figures for FY19 and FY20. These figures were included on page 50 of the 2017 Corporate Plan.</p> <p>Please provide the data requested in QONs 177 and 313. Whilst the FY19 and FY20 forecasts may not have been published in the 2016 Corporate Plan they would have existed and been used as part of NBN Co's financial modeling. Transparency is sought regarding these assumptions. Given we are dealing with historical data the release of this information does not compromise any information that is commercial to NBN.</p>		FY19	FY20	FTTH (brownfield)			FTTH (greenfield)			FTTNB			HFC			Fixed wireless			Satellite			
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196.	NBN Co	Urquhart	Unanswered QoNs 236 & 314 Wholesale speed tiers	With reference to QON236 from Additional Estimates in February/March 2017, and QON314 from Budget Estimates in May/June 2017.	Written 03/11/17																					

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing												
				<p style="text-align: right;">Question No: 314</p> <p>NBN Co Limited Hansard Ref: Written, 27/06/2017</p> <p>Topic: Additional Estimates – QON236 – Wholesale speed tier mix in 2016 Corporate Plan Senator Urquhart, Anne asked: With reference to the response to QON236 from Additional Estimates:</p> <p style="text-align: right;">Question No: 236</p> <p>NBN Co Limited Hansard Ref: Written, 14/03/2017</p> <p>Topic: Wholesale speed tier mix – 2016 Corporate Plan Senator Urquhart, Anne asked: Please provide the relevant numerical data in table format, for each FY, underlying the following graphs in the 2016 Corporate Plan: (a) Exhibit 13: Wholesale speed tier mix</p> <div style="border: 1px solid red; padding: 5px; margin: 10px 0;"> <p>Answer: The data in Exhibit 13 of the 2016 corporate plan was updated in the 2017 Corporate Plan (Exhibit 11) and this is the best reflection of nbn’s current estimates. The numerical data underlying the 2017 graph was provided in QoN 145 (part 4) from the October 2016 Supplementary Estimates.</p> </div> <p>The response refers to data in the 2017 Corporate Plan, however this is not what QON236 requested. Please provide the information from Exhibit 13 in the 2016 Corporate Plan as was requested.</p> <p>Please provide the data requested in QON236 and 314.</p>													
197.	NBN Co	Urquhart	Technology in each state	<p>a) Please provide a breakdown of how many premises are expected to the RFS in each state by FY2020. If possible please provide to two decimal points.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>State</u></th> <th style="text-align: left;"><u>RFS (million premises)</u></th> </tr> </thead> <tbody> <tr> <td>ACT</td> <td></td> </tr> <tr> <td>NSW</td> <td></td> </tr> <tr> <td>VIC</td> <td></td> </tr> <tr> <td>NSW</td> <td></td> </tr> <tr> <td>QLD</td> <td></td> </tr> </tbody> </table>	<u>State</u>	<u>RFS (million premises)</u>	ACT		NSW		VIC		NSW		QLD		Written 03/11/17
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198.	NBN Co	Urquhart	Technology breakdown by state	In QON320 AND QON321 from June 2017, NBN refused to provide an estimated breakdown of RFS by technology type for each state and territory.	Written 03/11/17																																																																																																																																																						

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																				
				<p>For example:</p> <p style="text-align: right;">Question No: 320</p> <p>NBN Co Limited Hansard Ref: Written, 27/06/2017</p> <p>Topic: FTTN projection for end of rollout Senator Urquhart, Anne asked:</p> <p>At the end of the rollout in 2020 how many FTTN premises does NBN expect will be RFS across the following areas?</p> <table border="1" data-bbox="1061 608 1565 807"> <thead> <tr> <th>State</th> <th>FTTN RFS at end of rollout</th> </tr> </thead> <tbody> <tr><td>NSW</td><td></td></tr> <tr><td>QLD</td><td></td></tr> <tr><td>VIC</td><td></td></tr> <tr><td>WA</td><td></td></tr> <tr><td>SA</td><td></td></tr> <tr><td>ACT</td><td></td></tr> <tr><td>TAS</td><td></td></tr> <tr><td>NT</td><td></td></tr> </tbody> </table> <p>Answer:</p> <p>At the end of the rollout in 2020, nbn expects 100 per cent of FTTN premises to be ready for service in each state and territory. The exact number will vary based on optimisation of the technology selection during the design phases and as new technologies or processes emerge. This flexibility is the key element of the multi-technology model.</p> <p>There is no reason for NBN Co to withhold a best estimate of this breakdown based on the estimates underpinning the 2018 Corporate Plan.</p> <p>I request that NBN Co provides a breakdown in the following format:</p> <table border="1" data-bbox="1032 1305 1951 1372"> <tr> <td style="width: 10%;"></td> <td>RFS IN FY2020 broken down by technology/state</td> </tr> </table>	State	FTTN RFS at end of rollout	NSW		QLD		VIC		WA		SA		ACT		TAS		NT			RFS IN FY2020 broken down by technology/state	
State	FTTN RFS at end of rollout																								
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				WA											
				TAS											
				Total from 2018 Corpor ate Plan											
199.	NBN Co	Urquhart	FTTN Nodes Deployed	a) How many FTTN nodes have NBN deployed to date? b) How many FTTN nodes does NBN expect would need to be deployed to support the base-case in the 2018 Corporate plan?								Written 03/11/17			
200.	NBN Co	Urquhart	Network reliability	a) Please provide the most recent figures for network reliability across each technology footprint deployed by NBN Co. b) Please provide a rough estimate of how many premises the reliability for each footprint was calculated over. c) Please confirm whether individual line faults (not related to network outages) are included in network reliability figures?								Written 03/11/17			
201.	NBN Co	Urquhart	NBN Staff travel to New Zealand	How many NBN and staff executives have travelled to NZ since January 2017? Please provide a) Dates of each trip b) Costs associated with travel c) Purpose of the trip								Written 03/11/17			
202.	NBN Co	Urquhart	NBN Chairman Presentation	a) Please provide a copy of the PowerPoint slides / presentation the NBN Chairman recently delivered at Commsday.								Written 03/11/17			

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				b) Please provide a transcript / copy of the speech the NBN chairman delivered at Commsday.	
203.	NBN Co	Urquhart	FTTP cheapest installation for each state	Please provide a list of the 10 cheapest FTTP installs for each state and territory.	Written 03/11/17
204.	NBN Co	Urquhart	Advocacy metric in 2018 Corporate Plan	<p>The 2017 Corporate Plan contained references to Advocacy measures such as the example below:</p> <p><i>“nbn’s Advocacy, a measure of users who have already recommended the nbn™ network to family, friends or colleagues is at 65 per cent, the same as 12 months ago. This measure is reflective of enduser experience across both the RSP and nbn™ networks.”</i></p> <div data-bbox="1032 699 1854 847" style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> <p>Advocacy</p> <p>Advocacy is a measure of behaviour, capturing end users who have recommended the nbn™ network to a colleague, friend or family member based on their experience. It is calculated as percentage of total users surveyed. Advocacy is measured over time at one, three and six months after installation.</p> </div> <p>The Advocacy measure no longer appears in the 2018 Corporate Plan.</p> <p>Please provide Advocacy scores for FTTP, FTTN, HFC and Satellite which either underpinned the 2018 Corporate Plan or were taken at the end of financial year 16-17.</p>	
205.	NBN Co	Urquhart	Geospatial data	<p>With reference to the 300,000 premises no longer deemed to exist in the NBN rollout plan:</p> <p>a) Please provide a breakdown of these premises by state.</p> <p>b) Please provide a breakdown by technology type.</p> <p>c) Please confirm whether these premises were assumed to exist in the 2017 corporate plan.</p> <p>d) Please confirm whether costs for these premises were factored into the 2017 corporate plan.</p> <p>e) Please confirm whether these premises were assumed to be generating revenue in the 2017 corporate plan.</p> <p>f) Please confirm whether these premises were assumed to be RFS in the weekly</p>	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				reports leading up the 2018 Corporate Plan? And if yes, how many of them?	
206.	NBN Co	Urquhart	300,000 homes – revenue foregone	a) What impact did the removal of these 300,000 premises have on NBN revenue? b) What impact did the removal of the 300,000 premises have on cumulative CAPEX until the end of the build period? c) What impact did the removal of the 300,000 premises have on peak-funding.	Written 03/11/17
207.	NBN Co	Urquhart	Product roadmap	With reference to unanswered QON 354 from Budget Estimates in June 2017: <p style="text-align: center;">Question No: 354</p> NBN Co Limited Hansard Ref: Written, 27/06/2017 Topic: Product Roadmap Senator Urquhart, Anne asked: Please provide a copy (or links to) of each product Roadmap released by NBN Co since July 2015. Answer The volume of detailed questions on notice and the limited time available to respond mean that nbn must prioritise questions that are not answered in whole or in part in regular reporting vehicles such as weekly updates, the corporate plan, annual reports, quarterly financial reports or on our website. The latest Integrated Product Roadmap is available on nbn's website. Please answer the question and supply the requested documents.	Written 03/11/17
208.	NBN Co	Urquhart	Unanswered QoN355 — 2013 strategic review – exhibit 2-3	With reference to unanswered QON 355 from Budget Estimates in June 2017:	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p style="text-align: right;">Question No: 355</p> <p>NBN Co Limited Hansard Ref: Written, 27/06/2017</p> <p>Topic: 2013 Strategic Review – Exhibit 2-3 Senator Urquhart, Anne asked:</p> <p>1. Please provide the underlying numerical figures for Total Capex, EBITDA and Levered free cashflow for each financial year in Exhibit 2:3 on page 29 of the 2013 NBN Strategic Review:</p> <p>Exhibit 2-3: Summary of EBITDA, Capital Expenditure and levered free cashflow</p>  <p>Answer:</p> <p>The volume of detailed questions on notice and the limited time available to respond mean that nbn must prioritise questions that are not answered in whole or in part in regular reporting vehicles such as weekly updates, the corporate plan, annual reports, quarterly financial reports or on our website.</p> <p>nbn provides details of capital expenditure, EDITDA, etc. in the Corporate Plan.</p> <p>Please answer the question and supply the requested data.</p>	
209.	NBN Co	Urquhart	QON361 – operating cost projections	With reference to unanswered QON 361 from budget estimates in June 2017:	Written 03/11/17

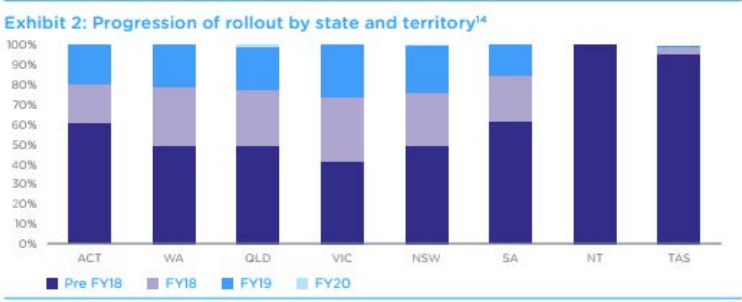
Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>Topic: Operating Cost projections Senator Urquhart, Anne asked: With reference to the response to QON173 from Additional Estimates: Question No: 173</p> <p>NBN Co Limited Hansard Ref: Written, 14/03/2017</p> <p>Topic: Operating cost growth Senator Urquhart, Anne asked: What long-term assumptions have been used for operating cost growth in the 2017 Corporate Plan for the years beyond 2020?</p> <p>Answer: The operating cost growth in the 2017 Corporate Plan for years beyond FY2020 (that supports the long-term financial outlook) is based on a detailed assessment of operating activities and associated rates for FY2021 and FY2022 in line with the network footprint, and volumes of activated premises in those years. Operating cost growth beyond FY2022 has been assumed in line with inflation at 2.5% per annum.</p> <p>(a) When was this detailed assessment of operating activities undertaken? Please provide when it was commenced and when it was completed.</p> <p>(b) Please detail the operating costs estimates for FY2021 and FY2022 in line with the detailed assessment that was undertaken for those years.</p> <p>(c) Please detail how the costs differ to the existing operating cost assumptions in the long-term financial outlook which NBN relied on prior to this assessment.</p> <p>Answer: The volume of detailed questions on notice and the limited time available to respond mean that nbn must prioritise questions that are not answered in whole or in part in regular reporting vehicles such as weekly updates, the corporate plan, annual reports, quarterly financial reports or on our website.</p> <p>nbn provides details of operating costs in the Corporate Plan.</p> <p>Please answer the questions (a), (b) and (c).</p>	
210.	NBN Co	Urquhart	Satisfied customers	<p>a) What is the current level of satisfied, neutral, and dissatisfied customers on the NBN? b) It has previously been asserted that 15 per cent are dissatisfied, and 85 per cent are satisfied – has this figure changed?</p>	Written 03/11/17
211.	NBN Co	Urquhart	NBN lab	On 21 September NBN Co put out a media release with the title shown below:	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>Cutting edge Tech Lab set to transform nbn™ network experience</p> <p><small>21 September 2017</small></p> <p>a) Where is the Tech Lab physically located? b) How many square meters of floor space does it occupy? c) How much did it cost to establish the Tech Lab? d) What did “developing” the Tech Lab involve? e) Did NBN Co not analyse any customer and operations data prior to the Tech Lab? f) How many employees are based in the lab?</p>	
212.	NBN Co	Urquhart	Changes to wholesale business prices	<p>On 27 September 2017 NBN issued a media release regarding changes to its wholesale business pricing model.</p> <p>a) Please provide a detailed summary of changes, including a before and after comparison of changes to the pricing structure and price points. b) Where can details of the new wholesale business pricing model be found? c) Were these details available on the day of the release? d) Had NBN informed any retail providers of its changes prior to them being reported in the media?</p>	Written 03/11/17
213.	NBN Co	Urquhart	Attendance of nbn chairman and Chief Engineer before scrutiny committees	<p>a) The NBN Chairman has not appeared before the Senate Committee or the Joint Standing Committee since his last appearance in October 2016. Can NBN Co confirm the Chairman will be available to attend the next Senate Estimates hearing in early 2018? b) On 9 July 2017 the Daily Telegraph reported the NBN Chief Engineer: “admitted the company has already begun planning upgrades to the service post its 2020 completion date, aware that the service will not be able to meet the needs of all Australians into the future.” The Chief NBN Engineer has not attended an Estimates or Joint Standing Committee hearing since the Daily Telegraph report, despite regularly attending hearings prior to that. i) Was the reporting in this article accurate? ii) Is management preventing the Chief Engineer from attending Senate Estimates and other hearings? iii) Can NBN Co confirm the Chief Engineer will be available to attend the next</p>	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				Estimates hearings in either 2017 or 2018?	
214.	NBN Co	Urquhart	10 pricing models under consideration	It is understood there are 10 pricing models currently under consideration by NBN. Please list all 10.	Written 03/11/17
215.	NBN Co	Urquhart	Third satellite in corporate plan	a) Please confirm whether the revised FTTP outlook in the 2013 Strategic Review contained capital expenditure for a third satellite? If yes: In what year was the CAPEX assumed? What was the cost? b) Please confirm whether underlying financials in the 2018 Corporate Plan assume the inclusion of a third satellite? If yes: In what year was the CAPEX assumed? What was the cost?	Written 03/11/17
216.	NBN Co	Urquhart	Classification of congested wireless cells	a) How does NBN classify the level of congestion in its fixed-wireless cells? Please list the classification levels and the estimated end-user performance each level is associated with during peak hour. b) Which levels are considered unacceptable by the company? c) Do NBN's B2B systems allow retail providers to see when this problem is impacting a particular end user?	Written 03/11/17
217.	NBN Co	Urquhart	Cheaper NBN Plans	A few media outlets have reported cheaper NBN plans are coming by Christmas. Can NBN confirm whether it intends to change pricing in a way that will have the effect of: a) Reducing retail NBN prices? b) Reducing ARPU targets in the 2018 Corporate Plan?	Written 03/11/17
218.	NBN Co	Urquhart	List of congested wireless cells	a) Please list of the location of every fixed-wireless tower/cell that currently has an unacceptable level of congestion that is impacting layer 2 speeds during peak hour? b) For each tower, please list when the congestion was first identified and when the scheduled upgrade is due to occur.	Written 03/11/17
219.	NBN Co	Urquhart	NBN tool to gauge in home wiring	a) NBN recently announced the trial of a new in-home wiring diagnostic tool. Please confirm whether this tool uses a frequency response or frequency signature from the customer CPE to identify the potential in-home wiring issues? b) Does it physically require a technician to use a tool to test the copper directly? Or can it be performed remotely from the VDSL port at the local node?	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing										
220.	NBN Co	Urquhart	Power usage	a) How much power did the FTTN access network use in FY16-17? b) How much power did the FTTP access network use in FY16-17? c) How much did NBN spend on energy and electricity in FY16-17? d) How much did NBN spend on energy and electricity in FY15-16?	Written 03/11/17										
221.	NBN Co	Urquhart	Not ready to connect forecasts	a) Please provide Ready to Connect forecast for the following periods <table border="1" data-bbox="1032 443 1892 571"> <thead> <tr> <th></th> <th>FY18</th> <th>FY19</th> <th>FY20</th> <th>FY21</th> </tr> </thead> <tbody> <tr> <td>Ready to connect</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		FY18	FY19	FY20	FY21	Ready to connect					Written 03/11/17
	FY18	FY19	FY20	FY21											
Ready to connect															
222.	NBN Co	Urquhart	Contingency	a) Please confirm how much contingency has been set aside for FY21? b) Is this an increase relative to the forecast in the previous 2017 Corporate Plan? c) Is the contingency from FY21 reflected in peak funding? d) What is it expected this contingency would potentially be used for?	Written 03/11/17										
223.	NBN Co	Urquhart	Optus HFC	a) Please confirm how many premises were in the Optus only HFC footprint? b) How many of these premises are now getting FTTC? c) What are the remaining premises in the Optus footprint going to receive?	Written 03/11/17										
224.	NBN Co	Urquhart	Are residual not yet ready to connect budgeted for	a) Does the CPP incorporate costs to make Service Class Zero premises ready to connect? b) How much of the civil and construction work to address every Service Class Zero premise is not reflected in peak funding?	Written 03/11/17										
225.	NBN Co	Urquhart	Q42016 weekly report	Please provide a copy of the NBN weekly report for the final reporting week of Q4 2016.	Written 03/11/17										
226.	NBN Co	Urquhart	Internal review of GENNBN	a) How much has been spent on genNBN to date? b) Has NBN undertaken an internal review to assess the effectiveness of its \$9 million genNBN campaign? If yes: what did the review find? Please table the report.	Written 03/11/17										
227.	NBN Co	Urquhart	Spelling of NBN	a) Where did the idea to spell NBN as nbn originate? b) Did this suggestion come from an external creative or marketing company? Or was the idea generated within the company? c) Are employees forced to spell nbn this way? d) Please provide a copy of any Style Guides or Tip Sheets or other documents provided to employees to assist them most efficiently ensure nbn is uniquely bolded throughout a document.	Written 03/11/17										
228.	NBN Co	Urquhart	Infrastructure leases	a) Please list every infrastructure lease that has been capitalized into the CPP	Written										

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																		
			included in CPP	<p>calculation.</p> <p>b) What is the contribution of each lease to the total NPV figure?</p> <p>c) Do the capitalised leases added into the CPP also include leases exchange buildings and rack space? Or just leases which relate to the physical access network beyond the POI?</p> <p>d) For each CPP below please confirm what amount is made up of the NPV for capitalised infrastructure leases:</p> <table border="1"> <thead> <tr> <th>Technology</th> <th>CPP IN 2018 Corp Plan</th> <th>Capitalised NPV for infrastructure</th> </tr> </thead> <tbody> <tr> <td>FTTP</td> <td>4,440</td> <td></td> </tr> <tr> <td>FTTN/B</td> <td>2,300</td> <td></td> </tr> <tr> <td>FTTC</td> <td>2,900</td> <td></td> </tr> <tr> <td>HFC</td> <td>2,300</td> <td></td> </tr> <tr> <td>FW</td> <td>4,300</td> <td></td> </tr> </tbody> </table>	Technology	CPP IN 2018 Corp Plan	Capitalised NPV for infrastructure	FTTP	4,440		FTTN/B	2,300		FTTC	2,900		HFC	2,300		FW	4,300		03/11/17
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229.	NBN Co	Urquhart	Median usage	<p>a) What is the median amount of monthly usage on Satellite?</p> <p>b) What is the median amount of monthly usage on Fixed Wireless?</p> <p>c) What is the median amount of monthly usage on the fixed network?</p> <p>d) What is the median amount of monthly usage on the fixed network?</p> <p>e) What is the median amount of monthly usage on the HFC network?</p> <p>NBN has provided figures that average monthly data usage is expected to grow by 20-30 per cent CAGR to 2025.</p> <p>f) What is the median usage expected to grow by?</p>	Written 03/11/17																		
230.	NBN Co	Urquhart	FTTC trial – 1gbps	<p>With reference to g.fast delivering 1gbps speeds</p> <p>Can NBN Co please confirm whether the company has undertaken a trial where it achieved 1gbps using g.fast?</p> <p>If yes:</p> <p>a) Where and when was the trial undertaken?</p> <p>b) What transmission bandwidth/profile did the g.fast trial utilize?</p> <p>c) What was the peak upload speed attained during the trial?</p> <p>d) Can a real world deployment of g.fast in 2018 achieve a layer 2 speed of</p>	Written 03/11/17																		

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																				
				1gbps? e) Will NBN make available a 1gbps wholesale product as part of its G.fast launch?																					
231.	NBN Co	Urquhart	Corporate Plan	<p>1. Please list the MIMA construction partners for the HFC networks</p> <p>2. With reference to Exhibit 2 in the 2017 Corporate Plan</p> <p>2.1.1 Progression of the rollout by state and territory The following exhibit summarises the rollout by state and territory:</p> <p>Exhibit 2: Progression of rollout by state and territory⁴</p>  <p>Please provide the underlying numerical data in the following format</p> <table border="1" data-bbox="1032 927 1951 1342"> <thead> <tr> <th>State</th> <th>PreFY18</th> <th>FY18</th> <th>FY19</th> <th>FY20</th> </tr> </thead> <tbody> <tr> <td>ACT</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>WA</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>QLD</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	State	PreFY18	FY18	FY19	FY20	ACT					WA					QLD					Written 03/11/17
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				VIC						
				NSW						
				SA						
				NT						
				TAS						
				3 a) For Exhibit 5: Wholesale Speed Tier Mix in the 2018 Corporate Plan (p53) please supply the underlying numerical data in the following format:						
					FY17	FY18	FY19	FY20	FY21	
				12/1						
				25/5						
				25/10						

Number	Program: Division or Agency	Senator	Title	Question						Proof Hansard Page & Hearing Date or In Writing																					
				<table border="1" data-bbox="1028 276 1951 643"> <tr> <td data-bbox="1028 276 1178 399">50/20</td> <td data-bbox="1178 276 1335 399"></td> <td data-bbox="1335 276 1491 399"></td> <td data-bbox="1491 276 1648 399"></td> <td data-bbox="1648 276 1805 399"></td> <td data-bbox="1805 276 1951 399"></td> <td data-bbox="1951 276 2141 399"></td> </tr> <tr> <td data-bbox="1028 399 1178 521">100/40</td> <td data-bbox="1178 399 1335 521"></td> <td data-bbox="1335 399 1491 521"></td> <td data-bbox="1491 399 1648 521"></td> <td data-bbox="1648 399 1805 521"></td> <td data-bbox="1805 399 1951 521"></td> <td data-bbox="1951 399 2141 521"></td> </tr> <tr> <td data-bbox="1028 521 1178 643">Total</td> <td data-bbox="1178 521 1335 643">100%</td> <td data-bbox="1335 521 1491 643">100%</td> <td data-bbox="1491 521 1648 643">100%</td> <td data-bbox="1648 521 1805 643">100%</td> <td data-bbox="1805 521 1951 643">100%</td> <td data-bbox="1951 521 2141 643"></td> </tr> </table>						50/20							100/40							Total	100%	100%	100%	100%	100%		
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Total	100%	100%	100%	100%	100%																										
				<p>b) Have these figures been adjusted to reflect the increased scrutiny of retailers selling speeds which cannot be supported by the layer 2 performance of the FTTN service a premises is connected to?</p> <p>c) Does NBN have a different wholesale speed tier mix projection for each technology footprint? If yes, which ones?</p> <p>4a) With reference to the following table</p>																											

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																																																																																				
				<p>5.3 Capital expenditure</p> <p>Table 7: Capital expenditure</p> <table border="1" data-bbox="1032 352 1809 810"> <thead> <tr> <th></th> <th>FY17(A)</th> <th>FY18</th> <th>FY19</th> <th>FY20</th> <th>FY21</th> </tr> </thead> <tbody> <tr> <td colspan="6">Capex (\$ billion)</td> </tr> <tr> <td>FTTP Brownfields</td> <td>(0.2)</td> <td>(0.1)</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>FTTP Greenfields</td> <td>(0.2)</td> <td>(0.2)</td> <td>(0.2)</td> <td>(0.2)</td> <td>(0.2)</td> </tr> <tr> <td>FTTN/B</td> <td>(2.2)</td> <td>(1.9)</td> <td>(0.8)</td> <td>(0.2)</td> <td>0.0</td> </tr> <tr> <td>FTTC</td> <td>(0.1)</td> <td>(1.0)</td> <td>(0.7)</td> <td>(0.2)</td> <td>0.0</td> </tr> <tr> <td>HFC</td> <td>(1.2)</td> <td>(1.8)</td> <td>(1.1)</td> <td>(0.1)</td> <td>0.0</td> </tr> <tr> <td>Fixed Wireless</td> <td>(0.3)</td> <td>(0.4)</td> <td>(0.3)</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>Satellite</td> <td>(0.2)</td> <td>(0.1)</td> <td>(0.1)</td> <td>(0.1)</td> <td>0.0</td> </tr> <tr> <td>Total network build and activate</td> <td>(4.4)</td> <td>(5.5)</td> <td>(3.2)</td> <td>(0.8)</td> <td>(0.2)</td> </tr> <tr> <td>Transit</td> <td>(0.6)</td> <td>(0.5)</td> <td>(0.2)</td> <td>(0.1)</td> <td>0.0</td> </tr> <tr> <td>Network Capacity and Augmentation</td> <td>0.0</td> <td>(0.3)</td> <td>(0.3)</td> <td>(0.3)</td> <td>(0.2)</td> </tr> <tr> <td>Common</td> <td>(0.8)</td> <td>(0.7)</td> <td>(0.5)</td> <td>(0.4)</td> <td>(0.2)</td> </tr> <tr> <td>Total capex</td> <td>(5.8)</td> <td>(7.0)</td> <td>(4.2)</td> <td>(1.6)</td> <td>(0.6)</td> </tr> </tbody> </table> <p><small>Note: The numbers presented in this table correspond to the RFS base case consistent with the ranges represented in Table 5 but may vary significantly over time.</small></p> <p>a) Please provide a detailed breakdown of all the elements which contribute to total network build and activate, and please identify any elements which are not included in the CPP calculations.</p> <p>b) Please provide cumulative CAPEX For every row (where the information exists) in that table to FY20 (i.e. total CAPEX over entirety of the project).</p> <p>c) NBN has previously suggested it expects total CAPEX to be 15 per cent of annual revenue. In FY21 revenue is forecast to be \$5.4 billion, however CAPEX is \$0.6 billion which is roughly 11.1 per cent. Does NBN expect this ratio to increase in the years after FY21? Or will this be the steady state proportion of CAPEX going forward?</p> <p>4. a) Does CPP include the expected cost of addressing all service class zero</p>		FY17(A)	FY18	FY19	FY20	FY21	Capex (\$ billion)						FTTP Brownfields	(0.2)	(0.1)	0.0	0.0	0.0	FTTP Greenfields	(0.2)	(0.2)	(0.2)	(0.2)	(0.2)	FTTN/B	(2.2)	(1.9)	(0.8)	(0.2)	0.0	FTTC	(0.1)	(1.0)	(0.7)	(0.2)	0.0	HFC	(1.2)	(1.8)	(1.1)	(0.1)	0.0	Fixed Wireless	(0.3)	(0.4)	(0.3)	0.0	0.0	Satellite	(0.2)	(0.1)	(0.1)	(0.1)	0.0	Total network build and activate	(4.4)	(5.5)	(3.2)	(0.8)	(0.2)	Transit	(0.6)	(0.5)	(0.2)	(0.1)	0.0	Network Capacity and Augmentation	0.0	(0.3)	(0.3)	(0.3)	(0.2)	Common	(0.8)	(0.7)	(0.5)	(0.4)	(0.2)	Total capex	(5.8)	(7.0)	(4.2)	(1.6)	(0.6)	
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				premises within a given technology footprint? b) Does CPP incorporate the cost of remediation and works to ensure a line is capable of receiving a layer 2 speed of 25mbps?	
232.	NBN Co	Urquhart	FTTC	a) NBN has indicated it will pass 1 million homes with FTTC. The 2018 Corporate Plan forecasts 0.8 million FTTC services will be activated by FY2021. Does this suggest an 80 per cent take up rate in FTTC areas? Or is this just a function of rounding? b) Please confirm – does NBN expect the cumulative capital expenditure on FTTC by the end of the rollout to be \$2 billion?	Written 03/11/17
233.	NBN Co	Urquhart	NBN Offices	1. a) Is the North Sydney NBN office connected to the NBN? If yes: Who is the service provider? What speed of fibre links is the office connected with? If no: Who is the service provider? 2. For each office location listed in QON203 from Additional Estimates Hearing February 2017: a) Please confirm whether that office is connected to the NBN network. b) Please identify the five Sydney workspaces which will be consolidated into the under-construction 100 Mount Street building in North Sydney. 3. 100 Mount Street North Sydney Please provide the following details regarding the leasing arrangement a) Confirmation of location b) Confirmation of whether it is leased or owned c) Size d) Number of workstations e) If rented, the amount and breakdown of rent per sq metre per annum (Excl GST) f) Functions performed g) Whether this building will be connected to the NBN	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
234.	NBN Co	Urquhart	Business segments	<p>a) What segments does NBN analyse in the business category - for example, small business, medium sized, enterprise etc?</p> <p>b) For each segment what proportion does NBN estimate will be connected to FTTP?</p> <p>c) What take-up rate is assumed for SME's with access to FTTN v those with access to FTTP?</p> <p>d) Does the 2018 NBN Corporate Plan make assumptions about business ARPU and take-up rates beyond 2022?</p>	Written 03/11/17
235.	NBN Co	Urquhart	Take-up FTTP	What is the average take-up rate in the FTTP footprint?	Written 03/11/17
236.	NBN Co	Urquhart	Contingency capital in FY17	<p>a) How much contingency capital was used up in FY17 in total?</p> <p>b) How much of this was for FTTC? If at all?</p> <p>c) What did this contingency go towards? Please break down by key areas.</p>	Written 03/11/17
237.	NBN Co	Urquhart	Scenario analysis	<p>1. Please explain the mathematics underlying the Exhibit 7 note in the 2018 Corporate Plan (p.57) to explain the relationship between a \$160 per premise increase in future build CAPEX and \$1 billion increase in peak funding.</p> <p>2. Please explain the mathematics underlying the Exhibit 7 note in the 2018 Corporate Plan (p.57) that a 10 per cent decrease in take-up reduce peak funding by \$1 billion.</p>	Written 03/11/17
238.	NBN Co	Urquhart	Disclaimer in Corporate Plan	<p>With reference to the following disclaimers contained in the 2017 and 2018 Corporate Plan:</p> <p>2017 CP: "Management and the Board do not give any guarantee or assurance that the results, performance or achievements expressed or implied by the outlook will actually occur. Management and the Board have not taken a view on assumptions beyond FY22, and no better estimates exist than the assumptions applied in the Strategic Review dated December 2013."</p> <p>2018CP: "Additional disclaimer: Management and the Board do not give any guarantee or assurance that the results, performance or achievements expressed or implied by the outlook will actually occur. Management and the Board have not taken a view on assumptions beyond FY22."</p> <p>In light of this please respond to the following questions:</p> <p>a) The 2018 Corporate Plan appears to omit the passage "and no better</p>	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>estimates exist than the assumptions applied in the Strategic Review dated December 2013.”</p> <p>Why was this removed? And does it remain the case that no better estimates exist than the assumptions used in the 2013 Strategic Review.</p> <p>b) Given 12 months has passed since the 2017 Corporate Plan, why has management and the Board still not taken a view on assumptions beyond FY22? Does this timeframe have any connection with the last Corporate Plan being issued prior to the next election not going beyond FY22?</p>	
239.	NBN Co	Urquhart	FTTN CPP	<p>a) In light of previous statements that high-cost FTTN premises are now being served by FTTC, please explain why the forecast CPP for FTTN has not decreased when comparing the 2017 and 2018 Corporate Plan?</p> <p>b) Were the high-cost FTTN services excluded from the CPP in previous corporate plans?</p>	Written 03/11/17
240.	NBN Co	Urquhart	Trademarks	Please list all the trademarks that NBN owns and the cost to acquire them individually.	Written 03/11/17
241.	NBN Co	Urquhart	Build completion date – 100 per cent rfs	<p>Based on the 2018 corporate plan, when does NBN expect:</p> <p>a) 100% of premises to be RFS? Please provide the forecast month and year.</p> <p>b) 100% of premises to be Ready to Connect? Please provide the forecast month and year</p>	Written 03/11/17
242.	NBN Co	Urquhart	Technology choice – FTTN to FTTC	<p>a) How many individual switch technology choice applications has NBN received for FTTN to FTTC?</p> <p>b) How many individual switch quotes for FTTN to FTTC has NBN supplied?</p> <p>c) What is the average quoted cost to date for individual FTTN to FTTC switch?</p> <p>d) What is the minimum quoted cost to date for individual FTTN to FTTC switch?</p> <p>e) What is the maximum quoted cost to date for individual FTTN to FTTC switch</p>	Written 03/11/17
243.	NBN Co	Urquhart	Customer experience metric (CEM)	<p>The 2017 Corporate Plan (page 16) noted that: <i>“The Customer Experience Metric is tracking favourably, meeting a metric of 7.2 out of 10 (FY16), up from 6.6 (FY15). Implementation of continuous improvement programs aim to reach 8 out of 10 by 2020.”</i></p> <p>The 2018 Corporate Plan does not appear to make any reference to the metric.</p> <p>a) Please confirm what the Customer Experience Metric was at the time of the</p>	Written 03/11/17

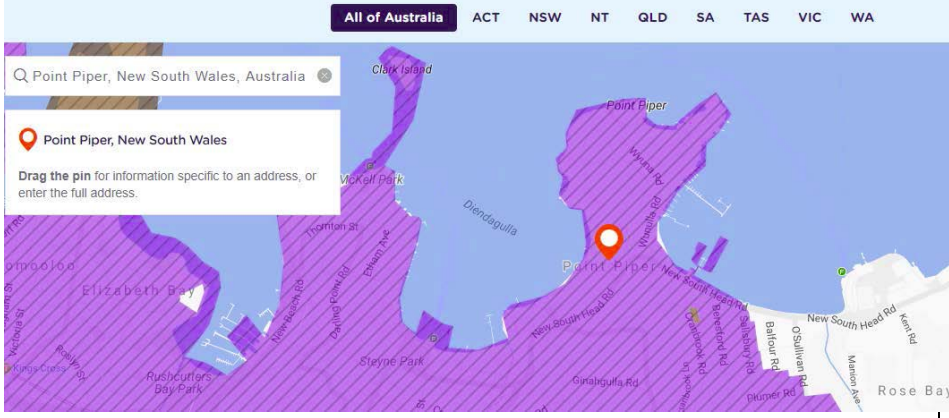
Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				2018 Corporate Plan. b) How often is CEM measured?	
244.	NBN Co	Urquhart	HFC	1. a) If NBN increasing the number of physical node splits in parts of its HFC network? If yes, why? What problems have arisen with the existing number of splits? b) What factors determine where in the network the splits will occur? c) What is the average number of premises hanging off each node? d) How many HFC nodes does NBN expect to deploy by the end of the rollout? 2. Of the homes in the envisaged HFC footprint a) What percentage have an Optus lead-in? b) What percentage have a Telstra lead-in? c) Are the optus-lead ins being converted for use by NBN? d) For what proportion of HFC premises is NBN having to build a new lead-in?	Written 03/11/17
245.	NBN Co	Urquhart	Reduction of 20 per cent in Telstra retail prices	In the "Is NBN to blame with its infamous CVC Charge" position paper it has a passage which states: <i>"These are clear signs of a price war. Historically, Telstra is the price setter. Over the last six months, they have reduced their retail price by over 20% on our most popular plan."</i> a) Which plan are you referring to? b) Please provide the price points which support the claim of an over 20 per cent reduction in retail price.	Written 03/11/17
246.	NBN Co	Urquhart	Media monitoring – fy16-17	a) How much was spent on media monitoring in FY16-17?	Written 03/11/17
247.	NBN Co	Urquhart	Take-up in FSA	a) Please list the top 10 FSA by level of take-up in areas where migration period is complete. b) Please list the bottom 10 FSA by level of take-up in areas where migration period is complete.	Written 03/11/17
248.	NBN Co	Urquhart	Response to qon 364 – median usage	With reference to QON364 (2, 4 and 6) from Additional Estimates in March 2017:	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p style="text-align: right;">Question No: 364</p> <p>NBN Co Limited Hansard Ref: Written, 03/04/2017</p> <p>Topic: Median data usage Senator Urquhart, Anne asked:</p> <ol style="list-style-type: none"> 1. What was the average monthly download for an NBN consumer at the end of 2015? 2. What was the median monthly download for an NBN consumer at the end of 2015? 3. What was the average monthly download for an NBN consumer at the end of 2014? 4. What was the median monthly download for an NBN consumer at the end of 2014? 5. What is a better indicator of APRU trajectory - movements in the median or movements in the average? 6. What is the average monthly download forecasted by NBN Co for an NBN consumer by 2020? 7. What is the median monthly download forecasted by NBN Co for an NBN consumer by 2020? <p>Answer:</p> <ol style="list-style-type: none"> 1. Average monthly download for an end user at Dec 2015 was 112GB. 2. An analysis of the median requires the individual end-user downloads to be obtained and sorted sequentially. As a wholesale provider, nbn does not track individual end-user consumption. 3. Average monthly download at Dec 2014 was 75GB. 4. See part 2. 5. Movements in average usage per end-user underpins nbn's long term revenue forecasting in the Corporate Plan. 6. As nbn operates in a competitive environment, disclosure of such forecasts could prejudice its commercial interests, and the data is therefore commercial in confidence. 7. See part 6. <p>a) Is it still the case that NBN is unable to determine the median usage on its network? b) During the recent Estimates hearing on 24 October the NBN CEO was asked about median data usage on the NBN and suggested it was around 60GB (Page 137). How did the CEO have this figure if NBN does not track individual end-user consumption?</p>	
249.	NBN Co	Urquhart	ARPU	1 a) What is the more appropriate indicator of ARPU trajectory – average usage or median usage?	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																																																						
				<p>2. Please complete the following table for overall ARPU forecasts</p> <table border="1" data-bbox="1032 360 1951 879"> <thead> <tr> <th></th> <th>FY17</th> <th>FY18</th> <th>FY19</th> <th>FY20</th> <th>FY21</th> </tr> </thead> <tbody> <tr> <td>2018 CP AVC ARPU</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2018 CP CVC ARPU</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2018 CP ARPU</td> <td></td> <td></td> <td></td> <td></td> <td>\$52</td> </tr> <tr> <td>2017 CP AVC ARPU</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2017 CP CVC ARPU</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2017 CP ARPU</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>3. Please complete the following table for residential ARPU forecasts</p> <table border="1" data-bbox="1032 999 1951 1279"> <thead> <tr> <th></th> <th>FY17</th> <th>FY18</th> <th>FY19</th> <th>FY20</th> <th>FY21</th> </tr> </thead> <tbody> <tr> <td>2018 CP AVC ARPU</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		FY17	FY18	FY19	FY20	FY21	2018 CP AVC ARPU						2018 CP CVC ARPU						2018 CP ARPU					\$52	2017 CP AVC ARPU						2017 CP CVC ARPU						2017 CP ARPU							FY17	FY18	FY19	FY20	FY21	2018 CP AVC ARPU						
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				2018 CP CVC ARPU						
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250.	NBN Co	Urquhart	Bandwidth requirements for ir/vr (qon370)	With reference to QON370 from Additional Estimates March 2017						Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p style="text-align: right;">Question No: 370</p> <p>NBN Co Limited Hansard Ref: Written, 03/04/2017</p> <p>Topic: Artificial intelligence and augmented reality</p> <p>Senator Urquhart, Anne asked:</p> <p>In recent months NBN Co have made references to AI and AR and potential drivers of bandwidth in the future. Have NBN conducted any internal studies or engaged external advisory around the bandwidth these applications might consume?</p> <p>Answer:</p> <p>nbn's long range technology strategy focuses on the evolution of our network. As such it looks at how nbn can meet the likely future bandwidth requirements for both current and upcoming applications, including emerging technologies such as virtual reality (VR)/ augmented reality (AR)/ artificial intelligence (AI). nbn has had input from technology companies on the drivers of data download/upload consumption in broad terms; key themes include image and video consumption and sharing (which relates to VR/AR) and also the use of cloud/edge cloud solutions (which relates to AI).</p> <p>a) Based on the input NBN has received from technology companies, what is the forecast range of download and upload requirement for AR/VR?</p>	
251.	NBN Co	Urquhart	Complaints/inquiries from electorate offices to NBN	Please provide a breakdown of enquiries/issues raised by each electorate office to NBN Co for FY16-17. If it has not been captured for FY16-17 please provide for an alternative time period where the data has been collated.	Written 03/11/17
252.	NBN Co	Urquhart	Percentage of failed installs	a) What is the rate of failed installations? b) What is the rate of failed installations on HFC?	Written 03/11/17
253.	NBN Co	Urquhart	Geospatial data	a) Is NBN able to supply a data file which would enable the status of the current NBN rollout to be displayed on the national map? This would show polygons in a similar format to what is displayed on the NBN rollout map	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
					
254.	NBN Co	Urquhart	Maximum attainable speeds database	<p>a) Please confirm whether the maximum attainable speeds database is based on theoretical speeds estimated through drop length, or sync speeds after activation?</p> <p>b) What is the database file type? And what application would be needed to extract the data it contains?</p> <p>c) Does the database contain any personal information?</p> <p>d) Does the database contain the copper drop length?</p> <p>e) Does the database include homes which are in design and/or construction phase?</p>	Written 03/11/17
255.	NBN Co	Urquhart	Revisions in business revenue	<p>a) Have there been any changes to forecasts to how much revenue NBN will be generating from business between the 2017 and 2018 Corporate Plans? Or do the assumptions remain unchanged</p>	Written 03/11/17
256.	NBN Co	Urquhart	Power back-up in nodes	<p>a) Does every FTTN have a back-up power source? If no, please advise roughly what proportion do and what proportion don't.</p> <p>b) On average, how long can an FTTN node run on back-up power?</p> <p>c) Do HFC nodes have a back-up power source or require one? If no, please advise roughly what proportion do and what proportion don't.</p> <p>d) On average, how long can an HFC node run on back-up power?</p>	Written 03/11/17
257.	NBN Co	Urquhart	IRR	<p>a) Is the IRR based on equity contribution? I.e. cash flows from NBN based on equity? Or is the IRR a function of cash flows against the asset as a whole (i.e.</p>	Written 03/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				equity and debt).	
258.	NBN Co	Urquhart	Budget advice	<p>With reference to article below http://www.theaustralian.com.au/national-affairs/treasury/nbn-revenue-shortfall-leaves-budget-exposed/news-story/8b7019b34ecf33c29b96fd2326b785ff “Official budget advice obtained by <i>The Australian</i> shows the government must review its treatment of the NBN if the commercial return falls below 2.5 per cent, resulting in bigger federal budget deficits and deepening commonwealth debt.”</p> <p>a) Did NBN Co provide this advice to the Australian? b) Has the Government set NBN are IRR floor which they cannot drop below?</p>	Written 03/11/17
259.	NBN Co	Urquhart	Choice of Technology in Regional Centres	<p>a) Referring to NBN Co’s response to QON368 from the June 2017 Spillover Hearing, what date does NBN Co consider is the date that FTTC became a “broad scale option for the FTTX footprint”?</p> <p>b) What point in the “detailed design process” was NBN Co up to for the fixed line rollout in West Coast Council (Tasmania) on this date (from (a))? Had any contracts been signed or work orders issued on this date?</p> <p>a. If none were issued on this date, have any contracts been signed or work orders issued? (as at 7 November 2017)</p> <p>b. What is now the expected date for construction to commence for the fixed line rollout in West Coast Tasmania?</p> <p>c. What is now the expected ready for service date for the fixed line rollout in West Coast Tasmania?</p> <p>c) What point in the “detailed design process” was NBN Co up to for the fixed line rollout in Bellingen Shire (NSW) on this date (from (a))? Had any contracts been signed or work orders issued on this date?</p> <p>a. If none were issued on this date, have any contracts been signed or work orders issued? (as at 7 November 2017)</p> <p>b. What is now the expected date for construction to commence for the fixed line rollout in Bellingen NSW?</p> <p>c. What is now the expected ready for service date for the fixed line rollout in Bellingen NSW?</p> <p>d) On 30 August 2017, an NBN Co spokesperson is quoted in a newdaily.com.au article as stating that in regards to Bellingen, “FTTC was decided as the most appropriate access technology for the community following analysis of [various] factors.”</p>	Written 07/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																											
				<p>a. Please list the “various factors”, outline what analysis was undertaken of these factors, who the analysis was undertaken by, and the cost of this analysis.</p> <p>b. Please explain how FTTC presented the better commercial option for NBN Co.</p> <p>e) Has similar analysis (FTTC v FTTN) been undertaken for other locations? If so, please outline where, who by, the cost of the analysis and the results. If not, why only Bellingen Shire?</p>																												
260.	NBN Co	Urquhart	Capital Expenditure	<p>Please provide the following</p> <table border="1"> <thead> <tr> <th></th> <th>CUMULATIVE CAPEX TO DATE</th> <th>FORECAST CUMULATIVE CAPEX BY FY2020</th> </tr> </thead> <tbody> <tr> <td>Transit</td> <td></td> <td></td> </tr> <tr> <td>Project management and design</td> <td></td> <td></td> </tr> <tr> <td>Replacement CAPEX</td> <td></td> <td></td> </tr> <tr> <td>Fixed-line access network</td> <td></td> <td></td> </tr> <tr> <td>Fixed-wireless and Satellite</td> <td></td> <td></td> </tr> <tr> <td>Greenfields</td> <td></td> <td></td> </tr> <tr> <td>Contingency</td> <td></td> <td></td> </tr> <tr> <td>Common Capex (excluding transit)</td> <td></td> <td></td> </tr> </tbody> </table>		CUMULATIVE CAPEX TO DATE	FORECAST CUMULATIVE CAPEX BY FY2020	Transit			Project management and design			Replacement CAPEX			Fixed-line access network			Fixed-wireless and Satellite			Greenfields			Contingency			Common Capex (excluding transit)			Written 07/11/17
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261.	NBN Co	Urquhart	Charles Clinic Heart Centre	<p>On 26 July 2017, the Charles Clinic Heart Centre advised the Joint Standing Committee on the NBN that it went with a private provider for its internet connection rather than wait for NBN Co to install a new node. In NBN Co’s response to QON364 from Budget Estimates, which was received on 29 August 2017, NBN Co stated “the case of the Charles health clinic is the only time nbn has deployed a full node into an already RFS area.”</p> <p>a. Did NBN Co proceed with installing the new node?</p> <p>b. If yes, is this still the only time NBN Co has deployed a full node into an already RFS area? And how many services are active from this node?</p>	Written 07/11/17																											
262.	NBN Co	Urquhart	Operational Expenditure	<p>Please confirm the following</p> <table border="1"> <thead> <tr> <th></th> <th>CUMULATIVE OPEX TO DATE</th> <th>FORECAST CUMULATIVE OPEX BY FY2020</th> </tr> </thead> <tbody> <tr> <td>Lease payments</td> <td></td> <td></td> </tr> </tbody> </table>		CUMULATIVE OPEX TO DATE	FORECAST CUMULATIVE OPEX BY FY2020	Lease payments			Written 07/11/17																					
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Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				Subscriber payments	
				Staff related costs	
				Other direct OPEX	
				Other indirect OPEX	
263.	NBN Co	Urquhart	Cable Damage	<p>a) How many recorded instances of birds chewing through cables on fixed-wireless towers has NBN recorded? Please provide dates of each.</p> <p>b) What were the costs associated with each recorded incident? What is the average cost of an incident?</p> <p>c) What mitigation measures is NBN taking to prevent future damage?</p>	Written 07/11/17
264.	NBN Co	Urquhart	Improving customer experience for businesses	<p>On 6 November NBN issued a media release titled “NBN Co invests in improving customer experience for Australian businesses” https://www.nbnco.com.au/corporate-information/media-centre/media-releases/improving-customer-experience.html</p> <p>a) Regarding the ‘improved connection and resolution process’ please outline the additional investment and expenditure agreed to by management for FY18, FY19 and FY20 to implement this initiative. Please include the additional net number of staff for each corresponding financial year.</p> <p>b) Regarding the ‘improved connection and resolution process’ please clarify what segments of businesses this applies to. Is it small business? Medium? Or corporate/enterprise?</p> <p>c) Regarding ‘industry engagement’ please outline the additional investment and expenditure for FY18, FY19 and FY20 agreed to by management as part of implementing the new partner program for the ICT industry.</p> <p>d) Regarding ‘tailored pricing’ please outline in what respects this differs from the media release issued on 27 September titled “NBN releases new wholesale business pricing model”</p> <p>e) Regarding ‘tailored pricing’ please provide a link for where more detailed information about the pricing changes and increased flexibility can be found.</p> <p>f) Regarding “Business Education Campaign” did NBN educate businesses about the listed issues previously?</p> <p>g) Regarding “Business Education Campaign” please outline the additional investment and expenditure for FY18, FY19 and FY20 agreed to by management as part of implementing this initiative. Also please include the additional net number of staff for each period.</p>	Written 07/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				h) Regarding the Regional business boost – in which month of 2018 do you expect this product to be launched?	
265.	a) Department b) ABC c) SBS d) ACMA e) OeSC f) Australia Post g) AC h) AFTRS i) Bundanon Trust j) CPA k) National Collecting Institutions l) Screen Australia m) NBN Co	Abetz	Holiday messages	Please provide the messages (if any) sent to staff (on the most recent occasions) of Christmas/New Year, Easter and Ramadan by the Secretary of the Department at the relevant time.	Written 31/10/17
266.	a) Department b) ABC c) SBS d) ACMA e) OeSC f) Australia Post g) AC h) AFTRS i) Bundanon Trust j) CPA k) National	Abetz	Enterprise agreement	In the most recent Enterprise Agreement negotiations, was/were any side-agreement/s, protocol/s, arrangement/s, agreement/s entered into? If so, please provide a copy.	Written 31/10/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
	Collecting Institutions l) Screen Australia m) NBN Co				
Spill-over hearing 23 November 2017					
267.	NBN Co	O'Neill	System changes	<p>Senator O'NEILL: Perhaps you could take on notice for me a time line of the system changes that have been implemented by NBN and when those changes impacted on the RSP—</p> <p>Mr Morrow: Sure.</p> <p>Senator O'NEILL: because you started off with one model, and you've slightly adjusted it as you've gone, so perhaps you could just give us a time line of that on notice.</p> <p>Mr Morrow: We'll take on notice to look at it, but I'm pretty certain that there is not material change from the very beginning in the way in which we do that. But just to make sure, we'll take that on notice and validate it.</p>	Page 3-4 23/11/17
268.	NBN Co	O'Neill	WBA changes	<p>Senator O'NEILL: I might send you more on that on notice. Could you also provide a marked-up version showing the changes to each of the key WBA documents from the last version to the present, because it is a pretty significant read?</p> <p>Mr Morrow: I will take it on notice to see if there are any commercial in confidence related issues. I will take that on notice.</p> <p>Senator O'NEILL: The WBA document I have here is a public document now, isn't it?</p> <p>Mr Morrow: Yes.</p> <p>Senator O'NEILL: So the previous ones would have been, as well?</p> <p>Mr Morrow: What are you asking?</p> <p>Senator O'NEILL: For tracked changes. Basically, what are the changes between each one.</p> <p>Mr Morrow: You have both documents. You can track them. You can look at it and have somebody on your staff go through and mark up the changes.</p>	Page 13-14 23/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>Senator O'NEILL: I am sure you already have that documentation.</p> <p>Mr Morrow: I don't know if we do. But, again, you have the information available. You have WBA 2 and WBA 3. Why would you want NBN to do the work for you?</p> <p>Senator O'NEILL: I thought you might have already done it.</p> <p>Mr Morrow: I don't know of any document that does have that.</p> <p>Senator O'NEILL: Could you take it on notice. If you have such a document it would save an awful lot of waste of taxpayers' time for me to have to allocate somebody to do that task?</p> <p>Mr Morrow: We'll have a look at it.</p>	
269.	NBN Co	O'Neill	WBA 3 negotiations	<p>Mr Morrow: There are times when, if we want to offer an incentive to penetrate of building faster and it is in the economic interests of our shareholders and taxpayers and in the interests of the RSPs, then sometimes there are some of those promotional incentives to do so. Is that what you are referring to? I don't know if currently any of them are under way. It was a practice we used a couple of years ago, but I'm not aware of them happening. I will take that on notice to look, if you like?</p> <p>Senator O'NEILL: Would you be able to indicate, with regard to the negotiations, whether NBN threatened to withhold these rebates if a retailer did not sign on to WBA 3?</p> <p>Mr Morrow: Yes, sure. I am happy to look at that.</p>	Page 14-15 23/11/17
270.	NBN Co	O'Neill	WBA 3 negotiations	<p>Senator O'NEILL: With regard to signing up new NBN customers, were any threats made to a retail service provider that they would not be able to sign up new customers if they didn't sign on to WBA 3?</p> <p>Mr Morrow: Not that I am aware of.</p> <p>Senator O'NEILL: Would you check that for me?</p> <p>Mr Morrow: You want them to check whether anybody told the RSPs that if they don't have a WBA agreement with us they probably won't be able to have customers?</p> <p>Senator O'NEILL: No, I would like to know if they were told they would not be able to sign up any new NBN customers if they didn't sign the WBA, as it</p>	Page 15 23/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>finally stood.</p> <p>Mr Morrow: I will ask the question—yes. We will take it on notice as a question. I am not going to go and ask the question, but I have a great staff who will take that on notice to look at.</p>	
271.	NBN Co	O'Neill	<p>Incorporation of ACCC recommendations into the WBA 3</p>	<p>Senator O'NEILL: You made an assertion in the opening part of your comment with regard to my question about the ACCC that you believe that this document is sufficiently open-ended, having spent money on this inquiry—this ACCC task force—for changes that the ACCC recommend to be embedded in this document No. 3.</p> <p>Mr Morrow: Correct.</p> <p>Senator O'NEILL: What makes you assert that if you don't know what's in the document and you haven't been informed?</p> <p>Mr Morrow: Again, I don't know what the provision is. I'm happy to take it on notice to see if it is a wholesale whatever the ACCC says we have to incorporate or if it's something within reason that—I hope we have that within, but I don't know the facts behind it and I'm happy to take it on notice to check.</p> <p>Senator O'NEILL: Will that involve a conversation with the lawyers who wrote for you?</p> <p>Mr Morrow: Probably, yes.</p> <p>Senator O'NEILL: What about the RSPs?</p> <p>Mr Morrow: What about them?</p> <p>Senator O'NEILL: Presumably they signed up to the agreement as it stands.</p> <p>Mr Morrow: Yes. The way it works—and, again, I don't know where your line of questioning is going, but I always love the jousting to find that out—is typically that what happens, the direct ones, remember 42, many of them say, 'I'll sign that agreement, but whatever anybody else gets—because we have to be on a non-discriminatory basis—I get that too.' We understand and we know that. As you can imagine, the bigger RSPs are typically the ones that are waiting till the end and typically the ones far more aggressive in terms of what they would like within that agreement. Whatever we negotiate in the end with anybody ripples back through to the entire group that has signed up with us. There was a request</p>	<p>Page 16-17 23/11/17</p>

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				made in the end—I won't mention the RSP—that said, 'We would like to have a provision that says that, if the ACCC makes a ruling on this, we can have something incorporated within the WBA 3.' I thought that was reasonable and I allowed that to go into the agreement. How the exact wording is in there I don't know. I'm happy to take that on notice if you like. I can tell you I've seen a little bit of the response. Macquarie and Symbio have not signed the WBA 3.	
272.	NBN Co	O'Neill	Speed plans	<p>Senator O'NEILL: Could I just go back to the question that I asked you earlier about your visibility of the speed plans that are sold and the clarity that you have about what can be seen, especially once the sync test is done? You might need somebody to look this up for you, but I'd like to know how many services right now are not able to get the speeds that they have been sold.</p> <p>Mr Morrow: Senator, as you know—you've heard from both Telstra and Optus, two of the larger RSPs that have gone out and said that they're addressing this. So it's changing as we speak. I think that's a question more for them, not for NBN.</p> <p>Senator O'NEILL: You said you haven't red flagged, but you would know the actual number of services that are being sold a speed they can't receive.</p> <p>Mr Morrow: That is correct.</p> <p>Senator O'NEILL: Can you give me a number of roughly what that is?</p> <p>Mr Morrow: No, and I wouldn't. I would check, because I think that would be breaching the confidentiality agreements that we have.</p> <p>Senator O'NEILL: How would it be breaching confidentiality agreements?</p> <p>Mr Morrow: Because we're not allowed to share information about another RSP's customers.</p> <p>Senator O'NEILL: Well, don't give me one RSP. You can aggregate the numbers and give me an overall Australian number. That's what the Australian people are interested in. I don't need to know about individual RSPs, but I do want to know about how many nationally—</p> <p>Mr Morrow: Okay, I'll take it on notice.</p>	Page 17 23/11/17
273.	NBN Co	O'Neill	NBN non-disclosure arrangements	<p>Senator O'NEILL: Could you explain the non-disclosure arrangements NBN has in place with retailers with respect to the consultation process? And what penalties apply if they are broken?</p>	Page 18 23/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>Mr Morrow: Penalties for disclosure?</p> <p>Senator O'NEILL: Yes.</p> <p>Mr Morrow: I don't know. I would have to ask one of the lawyers.</p> <p>Senator O'NEILL: Could you table a copy of the non-disclosure agreements?</p> <p>Mr Morrow: I don't know. I will check. I'll take that on notice.</p>	
274.	NBN Co	O'Neill	Move to retail specific pricing	<p>Senator O'NEILL: Mr Morrow, what's your assessment of the move away from industry average pricing towards retail specific pricing?</p> <p>Mr Morrow: This was the discount structure that we had in place before. I presume that's what you were talking about. Before we had that—just to make sure that the committee is clear on the history here—back in 2009 when the company was set up, shortly thereafter they said that a cost per megabit per second at CBC data flow through would be \$20. In 2014, under the current management team, we reduced that \$20 to \$17.50. Subsequent to that, we introduced a dimension based discount structure, which basically was: the more CBC you purchased the lower the cost per unit would be. We introduced that in two phases. Phase 1 was an industry average base. This meant we collect all the information from all of the RSPs and, if usage goes up, that cost per unit comes down, and everybody participated in that. Many of the RSPs asked for a retail specific discount based structure to where, if I am an RSP that targets and markets to a higher user segment, I want to be able to have the lower cost unit and I don't want to share my lower cost unit with an RSP that is serving a low user end. So that was the second phase that we introduced. That is what is currently in place today.</p> <p>Senator O'NEILL: What are the dates for those? The industry based one was 2015/16?</p> <p>Mr Rue: \$17.50 was January '15. I'm going to say it was during calendar year 2016. June sounds right, but don't hold me to it—June or July 2016.</p> <p>Senator O'NEILL: And then the retail-specific pricing—</p> <p>Mr Morrow: Again, I thought that was—</p> <p>Unidentified speaker: That was July.</p> <p>Mr Morrow: Why don't we take it on notice.</p>	Page 19 23/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
275.	NBN Co	O'Neill	Switch applications from local councils	<p>Mr Morrow: The question was: 'Have NBN Co received any area switch applications from local councils? If yes, please list the councils.' Clare and Gilbert Valleys Council—</p> <p>Senator O'NEILL: Yes. I've just gone through that list. We've got them. My question now is: what technology are they switching from and to?</p> <p>Mr Morrow: Let us have the people helping us online provide that information, and I will come back to you before six o'clock.</p> <p>Senator O'NEILL: Before we get up? Great. So we've got a couple of questions to come back to. While I'm asking questions on that, how many of these 10 councils are proceeding with their application to implement the area switch?</p> <p>Mr Morrow: We'll check that.</p> <p>Senator O'NEILL: Great. What's the average cost of area switch for these councils? What's the highest and lowest revenue for this to NBN? Are there any other councils that have applied for area switch since that last estimates hearing in May?</p> <p>Mr Morrow: We'll take that on notice.</p>	Page 23 23/11/17
276.	NBN Co	O'Neill	Copper cabling	<p>Senator O'NEILL: Has NBN found any other locations in regional Australia where the copper cabling doesn't run through conduits?</p> <p>Mr Ryan: There are, definitely, yes. There is direct buried copper. It is typically in regional parts of Australia where you have long runs of copper. So you can imagine those small regional towns where, when it thins out beyond the town limits and you get into the five-acre or 10-acre blocks, often they just plough the copper straight in—depending on the local soil conditions, because the soil conditions around acidity et cetera make them either conducive or not. So, yes, we definitely encounter that from time to time.</p> <p>Senator O'NEILL: Would you be able to provide any details of the places where the copper cabling doesn't run through conduits in the country?</p> <p>Mr Ryan: Possibly, but that's possibly a level of specificity that we may not be able to get our hands on. I am sure we are happy to—</p> <p>Senator O'NEILL: Have a look?</p> <p>Mr Morrow: We'll have a look.</p>	Page 27 23/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				Mr Ryan: share whatever we've got.	
277.	NBN Co	O'Neill	Lismore rollout	<p>Senator O'NEILL: The council are keen to progress the NBN rollout in Lismore, and they want that to coincide, where possible, with their pavement upgrade, to minimise disruption to the local businesses. What's the NBN's time frame for working with the council to resolve these issues, which are very important to the local businesses and the local people?</p> <p>Mr Ryan: We'll get the specific timings for Lismore, which I don't know off the top of my head, but I'll give you an example. We're really keen, when we go into towns, to work as collaboratively as we can to make sure that, if we're doing any disturbance to pavements et cetera, we work with council to try to do them once and once only. So, for example, when we went into Dubbo, we were able to get an agreement with the subcontractor that does a lot of the footpath repairs for council, and he was able to work in with his repair schedule with council. So, again, we were disturbing things once, and we weren't in that regrettable situation where somebody concretes it one day and we're cutting the concrete up the next day. We work as hard as we can, especially in regional Australia, to ensure that doesn't happen.</p> <p>Senator O'NEILL: Are you working with any other councils to remedy the same situation, or is Lismore just a one-off?</p> <p>Mr Ryan: I think we always look at the most appropriate technology to deploy for the situation. That's a general given. Are we specifically looking at somewhere like Lismore, where we've made a decision to deploy FTTC? I'm not sure. I'd have to take that on notice.</p> <p>Senator O'NEILL: If you could—with a bit of a map across the country for those engagements.</p>	Page 27 23/11/17
278.	NBN Co	O'Neill	Engagement with Lismore City Council	<p>Senator O'NEILL: When I go to the hypothetical, it's about the jobs we could have had on the Central Coast if we got the real one. Anyway, the next question is: who in NBN liaises with Lismore council on this matter?</p> <p>Mr Ryan: We have a tiered approach to engaging with councils, depending on how far out we are from the build. So there are a couple of teams that will work to educate and inform. When we get really close to the build date, we have our planning team engaged directly with council. Obviously, the build team moves in,</p>	Page 28 23/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>and they go specifically around, 'We need to remediate this street—dig up these,' and then we start to submit plans into council and get the necessary approvals. So it's like a tiered—</p> <p>Senator O'NEILL: Response. So would you be able to find out who is responsible for Lismore?</p> <p>Mr Ryan: Which part? Just to be helpful—</p> <p>Senator O'NEILL: The transition from the FTT and—so the FTCC, and liaison with the council ongoing.</p> <p>Mr Morrow: How can we help you?</p> <p>Senator O'NEILL: Who is looking after Lismore right now?</p> <p>Mr Ryan: Is the question: did we engage Lismore council in the decision to move technologies?</p> <p>Senator O'NEILL: Yes. That's part of the question. And who's working with them now?</p> <p>Mr Ryan: Okay.</p> <p>Senator O'NEILL: Great! Take that on notice. Fantastic!</p>	
279.	NBN Co	O'Neill	HFC	<p>Senator O'NEILL: Being connected to an HFC node or sharing a co-ax line—is that the same thing or are they different?</p> <p>Mr Ryan: Coming out of the node will be a single cable which then fans off repeatedly, and you'll have amplifiers and taps as it splits and splits as it goes down the street et cetera. You'll have multiple cables ultimately connected back up to a single node. From the node, you have the fibre going back to the exchange.</p> <p>Senator O'NEILL: How many premises, on average, are connected to an HFC node or share a co-ax line on the NBN network? That's the question, if I can put that on notice.</p> <p>Mr Ryan: Yes. We'll take it on notice.</p>	Page 29 23/11/17
280.	NBN Co	O'Neill	Coaxial allocation	<p>Senator O'NEILL: Could I just get some rough estimates of the design rules that the NBN work off of how many homes are allocated to a coax and what the contention ratio typically is.</p>	Page 34 23/11/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																								
				Mr Ryan: I'd rather be very accurate and take that on notice.																									
281.	NBN Co	O'Neill	Lead-ins	<p>Senator O'NEILL: Yes—I'll come back to you, Mr Rue. What proportion of existing lead-ins are not fit for purpose, Mr Ryan?</p> <p>Mr Ryan: It would be a very low number; I'd have to go away and check that. What we do is—</p> <p>Senator O'NEILL: Less than 10 per cent?</p> <p>Mr Ryan: Yes.</p> <p>Senator O'NEILL: If you could take that on notice.</p> <p>Mr Ryan: I will add a little more colour to that: we discover that when we go out to connect the customer. They've got a lead-in, so we don't check it doing the build phase because we don't go inside the house. We wait to be invited in through an order. We go in and do a test. If we can't get the level of signal we need to be able to deliver the service, then we have to remediate that lead-in. Typically, just changing our connectors and that sort of thing will fix the problem. Occasionally—very, very rarely—we'll actually have to rebuild the lead-in.</p>	Page 34 23/11/17																								
282.	NBN Co	O'Neill	Frequency blocks	<p>Senator O'NEILL: Mr Ryan, could you provide a high-level explanation of the frequency blocks used to transmit data over the NBN HFC network, and how do the frequency blocks used change as you move from DOCSIS 3.0 to 3.1?</p> <p>Mr Ryan: I'd like to take on notice the exact megahertz blocks that we have.</p>	Page 36 23/11/17																								
283.	NBN Co	O'Neill	Rollout status	<p>a) Please provide a breakdown for RFS and activations by each technology as of December 2017</p> <table border="1"> <thead> <tr> <th><u>Technology</u></th> <th><u>RFS</u></th> <th><u>Activations</u></th> </tr> </thead> <tbody> <tr> <td>FTTP brownfield</td> <td></td> <td></td> </tr> <tr> <td>FTTP greenfields</td> <td></td> <td></td> </tr> <tr> <td>HFC</td> <td></td> <td></td> </tr> <tr> <td>FTTN/B</td> <td></td> <td></td> </tr> <tr> <td>FTTC</td> <td></td> <td></td> </tr> <tr> <td>Satellite</td> <td></td> <td></td> </tr> <tr> <td>Fixed Wireless</td> <td></td> <td></td> </tr> </tbody> </table>	<u>Technology</u>	<u>RFS</u>	<u>Activations</u>	FTTP brownfield			FTTP greenfields			HFC			FTTN/B			FTTC			Satellite			Fixed Wireless			Written 04/12/17
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284.	NBN Co	O'Neill	HFC by state	a) Please provide a breakdown for RFS and activations by HFC by each state and	Written																								

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285.	NBN Co	O'Neill	Telstra HFC – transmission channels	With respect to the Telstra HFC infrastructure: a) On what frequency channels/bands are Telstra currently transmitting? b) On what frequency bands are Foxtel transmitting? c) On what frequency bands are NBN currently transmitting? d) On what frequency bands will NBN be transmitting when moving to DOCSIS 3.1?	Written 04/12/17																																				
286.	NBN Co	O'Neill	Optus HFC – transmission channels	With respect to the Optus HFC infrastructure: a) On what frequency channels/bands are Optus currently transmitting? b) On what frequency bands are Foxtel transmitting? c) On what frequency bands were NBN transmitting when it undertook trials?	Written 04/12/17																																				
287.	NBN Co	O'Neill	Ingress noise	a) In what specific frequency bands/channels is NBN experiencing ingress noise? b) Do HFC operators internationally operate on these bands? If yes, what steps do they take to prevent interference? c) What is causing the interference? d) What impact is this having on the Noise Floor and SNR?	Written 04/12/17																																				
288.	NBN Co	O'Neill	HFC interference	a) What proportion of HFC customers are being impacted by the interference? b) Why does it impact some and not others? c) How did a company with a \$49 billion budget not anticipate and mitigate this during trials and testing?	Written 04/12/17																																				

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289.	NBN Co	O'Neill	Trials to validate interference	a) Did NBN Co undertake any trials to validate the interference issue? If yes: i. How did NBN Co validate the scope of the issue was such that it warranted a halt of the rollout? ii. Where were trials performed? In the lab or in the field? If in the field how many premises? iii. When did the trial commence and complete?	Written 04/12/17																								
290.	NBN Co	O'Neill	HFC nodes	a) How many HFC nodes does NBN currently have active in the field? b) On average across the NBN HFC footprint, how many premises are running off a line of coax? c) What are the upper and lower boundaries stipulated by NBN Co's design rules in relation to the minimum and maximum number of homes which can run off a single line of coaxial cable.	Written 04/12/17																								
291.	NBN Co	O'Neill	HFC Dropouts	a) How many dropouts a day is the noise problem causing for impacted customers?	Written 04/12/17																								
292.	NBN Co	O'Neill	International comparison	a) In NBN aware of any other HFC operator in recent times having this problem and having to undertake remediation across its HFC footprint network?	Written 04/12/17																								
293.	NBN Co	O'Neill	New Lead-in	a) What proportion of the current HFC RFS footprint has required a new lead-in? b) How many new lead-ins has NBN constructed for HFC to date? c) What proportion of existing lead-ins in the current rollout were found to not be fit for purpose?	Written 04/12/17																								
294.	NBN Co	O'Neill	Revised HFC RFS profile following delay announcement	Please provide an updated RFS profile for HFC following the recently announced changes by completing the table below <table border="1" data-bbox="1016 1141 1951 1361"> <thead> <tr> <th colspan="6">RFS cumulative (HFC)</th> </tr> <tr> <th></th> <th>FY17</th> <th>FY18</th> <th>FY19</th> <th>FY20</th> <th>FY21</th> </tr> </thead> <tbody> <tr> <td>2018 CP</td> <td>0.80</td> <td>1.90</td> <td>3.00</td> <td>3.10</td> <td>3.10</td> </tr> <tr> <td>Following HFC announcem</td> <td></td> <td>?</td> <td>?</td> <td>?</td> <td>?</td> </tr> </tbody> </table>	RFS cumulative (HFC)							FY17	FY18	FY19	FY20	FY21	2018 CP	0.80	1.90	3.00	3.10	3.10	Following HFC announcem		?	?	?	?	Written 04/12/17
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296.	NBN Co	O'Neill	Contract with Telstra	<p>It has been publicly reported NBN entered into a \$1.6 billion deal with Telstra for to support the NBN HFC rollout. Under the deal, it is understood Telstra will provide the planning, design and construction management to extend the NBN to nearly 3 million homes within the footprint of Telstra's HFC pay TV cable network.</p> <p>a) Please confirm the value of this contract. b) Does the contract with Telstra depend on the number of premises passed by the NBN HFC network? Or is this a fixed-value contract irrespective of premises served? c) Please confirm the date on which the \$1.6 billion Telstra contract was signed. d) Is the cost of this contract spread across the cost per premises for HFC?</p>	Written 04/12/17																								
297.	NBN Co	O'Neill	Service Class Zero	<p>a) Please provide a breakdown for number of SCO or equivalent premises for HFC at the following junctures (or proximate dates where the data exists)</p> <table border="1"> <thead> <tr> <th></th> <th>31 Jun 2016</th> <th>31Sept 2016</th> <th>31 Dec 2016</th> <th>31 March 2017</th> <th>31 Jun 2017</th> <th>31 Sept 2017</th> <th>1 Dec 2017</th> </tr> </thead> <tbody> <tr> <td>HFC SCO or equivalent</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		31 Jun 2016	31Sept 2016	31 Dec 2016	31 March 2017	31 Jun 2017	31 Sept 2017	1 Dec 2017	HFC SCO or equivalent								Written 04/12/17								
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298.	NBN Co	O'Neill	Design and construction	<p>a) Please complete the following table as of December 2017</p> <table border="1"> <thead> <tr> <th></th> <th>FTTN/B</th> <th>FTTC</th> <th>HFC</th> <th>FTTH</th> <th>FW</th> <th>Sat</th> <th>Tot</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		FTTN/B	FTTC	HFC	FTTH	FW	Sat	Tot									Written 04/12/17								
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				RFS	
				In design	
				In construction	
				Not in design or construction	
299.	NBN Co	O'Neill	Board consideration of HFC delays	a) On which dates did the NBN board meet in November and December? b) On which date was the proposed rollout date put to the Board for approval? c) On which date was approval for the proposed rollout date received? d) On which date was <u>the prospect</u> of a HFC rollout delay being required first raised with the Board?	Written 04/12/17
300.	NBN Co	O'Neill	Approval to announce delays	a) Did NBN Co require formal agreement by the Government to announce the HFC delays? i. If no, why not? ii. If yes, on what date was approval provided. b) On what date was the Minister and/or his office first made aware of the prospect that a HFC delay might be necessary?	Written 04/12/17
301.	NBN Co	O'Neill	Cumulative revenue	a) What impact will the delays have on cumulative revenue out to FY2020?	Written 04/12/17
302.	NBN Co	O'Neill	Cumulative opex	a) What impact will the delays have on cumulative OPEX out to FY2020?	Written 04/12/17
303.	NBN Co	O'Neill	HFC advocacy	a) Please provide HFC advocacy score for the six months leading into December 2017.	Written 04/12/17
304.	NBN Co	O'Neill	Subscriber payments	a) By delaying subscriber payments is NBN planning to push these payments into the free-cashflow period with the net result that it will not be reflected in peak-funding? b) How many hundreds of millions will this cost the taxpayer?	Written 04/12/17
305.	NBN Co	O'Neill	Cost per premise	a) What impact will the remediation work have on the estimated cost per premises for HFC premises deployed to date?	Written 04/12/17
306.	NBN Co	O'Neill	HFC cost per premises	a) Please provide a breakdown of the key elements that contribute to the \$2,300 forecast HFC cost per premise in the 2018 Corporate Plan. Please ensure the	Written 04/12/17

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				elements add up and are sufficiently disaggregated to provide sufficient transparency.	
307.	NBN Co	O'Neill	Not ready to connect	a) How many not-ready to connect HFC premises has NBN converted to ready to connect in the last 6 months?	Written 04/12/17
308.	NBN Co	O'Neill	HFC frequencies	a) Does NBN own the frequencies on the HFC cable? Or did it have to purchase/rent access to them?	Written 04/12/17
Spill-over hearing 5 December 2017					
309.	NBN Co	O'Neill	Rollout delay	<p>Senator O'NEILL: I'm a little concerned that somebody might not be taking minutes about this important decision-making process and information process, so I'd be surprised if there weren't some board minutes and records around this. Could you take it on notice and come back and provide the date at which the delay was first flagged with the board and other significant dates in the journey to the final decision of Tuesday, 21 November, when the board signed off on the delay. Do you agree to take that on notice?</p> <p>Dr Switkowski: I'll take the question on notice as you've asked.</p>	Page 4 05/12/17
310.	NBN Co	O'Neill	Roles prior to NBN Co	<p>Senator O'NEILL: Dr Switkowski, you might not have enough time to answer these questions. Could I put them on the record and on notice. A few years ago Senator Ludlam asked you whether you'd advised the coalition on the NBN policy it took to the election. He said:</p> <p>In the question I put to you just previously, you said you had never advised the coalition on the policy it took to the election. So what kinds of views were being sought if not policy views?</p> <p>You replied:</p> <p>One has conversations with politicians about matters all the time.</p> <p>Senator Ludlam then said:</p> <p>Nothing to do with NBN policy?</p> <p>That was said with a rising inflection at the end. Then you said:</p> <p>No. Mr Turnbull and I go back a ways. He has a large range of interests. I had been out—it would have been presumptuous of me to offer views on NBN policy when I had spent the previous several years at some distance from the telecom industry.</p>	Page 8-9 05/12/17

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																																
				Dr Switkowski, could you expand on Mr Turnbull's large range of interests and those which you discussed? Also what director of chair roles did you hold in other companies prior to taking up the chairman role of the NBN Co? I have one more question, which I will put on notice.																																	
311.	NBN Co	Urquhart	ARPU in corporate plans	<p>Please provide the ARPU for each of the following corporate plans in the table below</p> <table border="1"> <thead> <tr> <th></th> <th>FY16</th> <th>FY17</th> <th>FY18</th> <th>FY19</th> <th>FY20</th> <th>FY21</th> <th>FY22</th> </tr> </thead> <tbody> <tr> <td>ARPU 2016 CP</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>ARPU 2017 CP</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>ARPU 2018 CP</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		FY16	FY17	FY18	FY19	FY20	FY21	FY22	ARPU 2016 CP								ARPU 2017 CP								ARPU 2018 CP								Written 13/12/17
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