

I refer to the attached correspondence from the Committee seeking information on the following questions.

1. How many customers (including small businesses) have contacted Optus seeking compensation for income lost during the outage?
2. How much financial compensation has Optus paid out to customers seeking compensation for income lost during the outage?
  - a. Please quantify the above figure both in terms of cash and service credits.

Below is a table setting out Optus' response.

	Total number of complainants who have contacted Optus seeking compensation for lost income relating to the Outage	Total Compensation applied by Optus	Amount of Total Compensation provided as cash	Amount of Total Compensation provided as service credits
Consumer	1,049	\$497,420	\$38,228	\$459,192
SMB	15	\$13,042	\$8,394	\$4,648
Unmatched Consumer/SMB	75	\$451,734	\$434,416	\$16,020
Enterprise	15	\$281,982.62	-	\$281,982.62
<b>Total</b>	<b>1,154</b>	<b>\$1,244,179</b>	<b>\$481,038</b>	<b>\$761,843</b>