

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Budget Estimates 2021 - 2022

Communications Portfolio

NBN Co Limited

Question No: 219

NBN Co Limited

Hansard Ref: Written (15 June 2021)

Topic: NBN Co - Cancelled technician appointments

Senator Anne Urquhart asked:

1. How many technician appointments did NBN make with RSPs, and then cancel, in April 2021?
2. How many technician appointments did NBN make with RSPs, and then cancel, in May 2021?

Answer:

NBN Co books appointments with SDPs (Service Delivery Partners) on behalf of the customer via their RSP (Retail Service Provider).

It is quite common for appointments to be cancelled if a service is working and the appointment is no longer required.

For example:

- There is a network incident and multiple customers are affected by a mass outage, such as a fibre cut.
 - Before the network incident is declared, there may be appointments booked by customers for service faults, despite the network component is the issue.
 - These customer appointments will be subsequently cancelled once the customer's fault is resolved at a network level.
 - When a technician calls a customer on approach of an appointment, the customer may cancel the appointment as their service is working. Sometimes the issue resolves by itself, i.e. the customer may have replaced some of their hardware like the modem which was causing the issue.
1. In April 2021, NBN Co cancelled 30,184 (15.4%) of the total 195,622 appointments.
 2. In May 2021, NBN Co cancelled 27,790 (13.9%) of the total 199,742 appointments.