

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Supplementary Budget Estimates October 2018
Communications Portfolio
NBN Co Limited

Question No: 210

NBN Co Limited

Hansard Ref: Written, 05/11/2018

Topic: Customer Experience Metric (CEM)

Senator Anne Urquhart asked:

The 2017 Corporate Plan (page 16) noted that:

“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.”

The 2019 Corporate Plan does not appear to make any reference to the metric.

a) Please confirm what the Customer Experience Metric was at the time of the 2019 Corporate Plan.

Answer:

At the end of FY18 the Customer Experience Metric was 6.5; however, it is important to remember that the Customer Experience Metric measures retail and wholesale service providers' experience with NBN Co, not that of end user customers. NBN Co has shifted its focus from the previous metric to reporting end user satisfaction and this number is in the current Corporate Plan.