

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Hearings February 2016

Communications Portfolio

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Question No: 103

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Hansard Ref: Page 120-121, 09/02/2016

Topic: Professional installation process

Senator Conroy, Stephen asked:

Senator CONROY: It states on page 103 that nbn co can provide a professional installation but that it is 'optional and not part of a standard installation'. Is that correct?

Mr Morrow: I will give you the benefit of the doubt. Yes, it is.

Senator CONROY: Okay. Take me through the professional installation process. Will this involve in-home wiring?

Mr Morrow: I will take that on notice.

Senator CONROY: You do not know? You promised me you could answer the questions.

Mr Morrow: I do not know how to respond to you when you keep saying that. I told you that we will get every question that the committee puts forward answered, if it is not commercial-in-confidence. I still maintain that. The other option is that if you have all the questions lined up, as you do, you can send them in advance, and then Stephen and I could be better prepared to answer your questions.

Senator CONROY: How about you bring the other officers who could actually answer the questions without going through this comedy?

CHAIR: Senator Conroy, I have said I will be addressing this issue at the end of this evening.

Senator CONROY: I do appreciate that. Mr Morrow, professional installation would involve truck rolls, correct?

Mr Morrow: I presume so, yes.

Senator CONROY: You are still going into the premises for that sort of installation, if there is a professional installation process?

Mr Morrow: Yes, if it is a case of us doing some inside wiring then I assume there would be a truck roll and somebody walking inside the house.

Senator CONROY: So far, how many people have requested professional installation?

Mr Morrow: I will take that on notice.

Senator CONROY: Do you incur a cost when there is a truck roll, or do you fully offset that to the customer? In other words, is there a charge to them?

Mr Morrow: We will take that on notice.

Answer:

1. Definition of a Professional Install as per the Wholesale Broadband Agreement (WBA) Operations Manual Section 4.7.3 states (Extract of relevant components):
 - Fibre-to-the-Basement (FTTB): “For each Access Virtual Circuit (AVC) order, your organisation must select one of the following installation types:”
 - “Optional Professional Splitter Installation by NBN Co

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This is optional and not part of a Standard Installation. Where your organisation has requested NBN Co to do so in the relevant AVC order, NBN Co will: where required perform a Standard Installation (Jumper Cable only) as described above (including any requested installation of Voiceband Continuity); and carry out a Professional Splitter Installation at the relevant Premises (in accordance with section 4.5.2.5 Professional Splitter Installation (optional)). NBN Co will require an Appointment to enter the relevant Premises for this installation type to install the Central Splitter.”

- Fibre-to-the-Node (FTTN): “For each AVC order, the Service Class of the Premises and the information populated in the order will drive the Installation process:”
 - “Standard Installation and Optional Professional Splitter Installation by NBN Co

This is optional and not part of a Standard Installation. Where your organisation has validly requested NBN Co to do so in the relevant AVC order, NBN Co will: where required, perform a Standard Installation as described above (including any requested installation of Voiceband Continuity); and carry out a Professional Splitter Installation at the relevant Premises in accordance with section 4.5.2.5 Professional Splitter Installation (optional). NBN Co will require an Appointment to enter the relevant Premises for this installation type to install the Central Splitter.”

2. The volume (and percentage of total) orders we have received that fit into the Professional Install category is as follows:

	Professional install orders received	Total Orders Received	Percentage of orders requesting a professional install
FTTN	55	30,332	0.18
FTTB	17	7,036	0.18

3. When we incur a cost for the truck roll we do charge the RSP as per our WBA costing.