

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Additional Estimates Hearings February 2016**

**Communications Portfolio**

**nbn**

**Question No: 106**

**nbn**

**Hansard Ref: Page 124, 9/2/2016**

**Topic: Fibre to the basement**

**Senator Ludlum, Scott asked:**

**Senator LUDLAM:** Good—as much as you are able to disaggregate. When you are doing your user satisfaction surveys, do you disaggregate fibre to the node and fibre to the basement?

**Mr Morrow:** We do know which is which within but we lump together in that score the combination of both.

**Senator LUDLAM:** Your users might not know—your users might not care—but I presume it would be important for the company to know.

**Mr Morrow:** Indeed. Remember that it is basically the same kind of technology and we are trying to get a feel for whether people are satisfied when they have the last 50 metres of copper that they are using.

**Senator LUDLAM:** But, if it is in the basement, it might be the last dozen metres, whereas, if it is a node, it might be 500 metres to the street.

**Mr Morrow:** It might be the last 50 in the basement and it might be the last 500 in fibre to the node; but, again, that is what we are looking at from a service point of view. We feel quite confident with the sample size that we have. Admittedly it is early and small, and that is why we will continue to do this over the coming months.

**Senator LUDLAM:** Can you de-lump those numbers for us?

**Mr Morrow:** I should be able to. We will take that on notice.

**Answer:**

Please refer to answer in Question No. 102.