

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Hearings February 2016

Communications Portfolio

nbn

Question No: 108

nbn

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Topic: Trenching complaints

Senator Ludlam, Scott asked:

Senator LUDLAM: Are you stating that, for every premise that you are hooking up to an end-to-end fibre connection, you need to dig up the driveway?

Mr Morrow: For fibre to the premise, yes. That was the plan.

Senator LUDLAM: To dig up?

Mr Morrow: It would almost inevitably be a dig-up of some sort, augering through, trying to pull the cable across—there was a lot of construction for the majority of those homes.

Senator LUDLAM: All right. How many complaints have you had, and is part of the survey work people who are unhappy with people trenching to connect the network to their premise?

Mr Morrow: I would have to take that on notice. In the readouts of the management team to me and the executive committee, that never came up as a major issue.

Senator LUDLAM: It never came up as a major issue.

Mr Morrow: Correct.

Senator LUDLAM: That is interesting. Anything you can provide, whether it is a part of the survey, your regular complaints process or whether that sort of thing gets directed to the RSP. I have a bit of good news for you. I know good news is in very short supply in late-night estimates committees. Last time, I raised with you a constituent in Kensington in Melbourne. This was a very specific case of somebody who was stuck on a pair gain and told he would not be delivered broadband for the next 500 years. You have gone out, fixed it and got him off that system, and he is actually a very satisfied constituent. I just wanted to pass that back because I know you hear a lot of complaints. There is one satisfied customer out there.

Answer:

1. An average of 576 complaints a month are received about our build related trenching on nature strips and across driveways. Half of these complaints were during the digging work, so remediation had not been completed post the nbn works as yet.
2. This is a part of our regular complaints process and is not directed back to the RSP.