

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Hearings February 2016

Communications Portfolio

nbn

Question No: 110

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Hansard Ref: Page 126, 9/2/2016

Topic: FTTN professional installation

Senator Conroy, Stephen asked:

Senator CONROY: There are two other listeners who are claiming overhydration at the moment. Coming back to the issue around FTTN: how many premises in your FTTN footprint has nbn co provided professional installation for to date? Do you provide it or does the RSP provide it? There might be a breakdown between the two.

Mr Morrow: I suspect it is the RSPs, but we will have to take it on notice to get you the specifics.

Senator CONROY: For those people who elect not to have a central splitter installed, they will have to self-install if they do not get it professionally done?

Mr Morrow: I will take that on notice

Senator CONROY: Could you take me through the self-install process? What does it involve?

Mr Morrow: We will take that on notice.

Senator CONROY: Seriously? You are asking Australians to do it and you cannot explain to the committee what is involved? I have no idea.

Mr Morrow: What we typically do is work with the RSPs to make sure—remember they want to own the relationship—

Senator CONROY: No, this is a self-install.

Mr Morrow: I understand. But again, we want to work with the RSPs; they want to own the relationship. It may be that they want to have a truck dispatch themselves to where they put it in; maybe they send the modem equipment to the customer that the customer wants, and that includes our NTE equivalent device and their gateway device that has splitter capability within. A lot of that is really worked very closely with the service provider behind this, but I will happily take on notice your question to make sure that we give you an accurate answer.

Senator CONROY: And the actual self-install process, you will give us the detailed explanation of it?

Mr Morrow: Yes, we will.

Answer:

1. See table in Question on Notice 103, from Additional Budget Estimates Hearing 9 February 2016.
2. The Retail Service Provider (RSP) can provide a professional install at their discretion or order a professional install product offering via nbn.
3. It is at the end user or RSP's discretion.

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4. The instalment process is led by the RSPs who will carry out the installation (RSP professional installation) or instruct their end users to perform it (self-installation). The self-installation process involves customer premises equipment (CPE) being sent by the RSP to the end-user. Instructions for the self-installation are handled by the RSP. Alternatively, the end-user may choose to purchase their own VDSL compliant modem to operate on the nbn network which they will configure and connect accordingly. Further details regarding the process for self-installing CPE are best directed to the RSPs.