

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Hearings February 2016

Communications Portfolio

nbn

Question No: 111

nbn

Hansard Ref: Page 126-127, 9/2/2016

Topic: ADSL splitter work

Senator Conroy, Stephen asked:

Senator CONROY: Will an existing ADSL splitter work with FTTN?

Mr Morrow: I would suspect not.

Senator CONROY: I am happy for you to take that on notice.

Mr Morrow: I will take that on notice.

Senator CONROY: I suspect you are possibly right, but if you can just get the engineers to—

Mr Morrow: Yes.

Senator CONROY: Thank you. If people do not elect to have a central splitter installed, then nbn co will not guarantee speed and reliability. You will not guarantee the 25/5 to RSPs.

Mr Morrow: We will take that on notice.

Senator CONROY: That is what Mr Adcock said. That was part of the earlier discussion, from a year ago.

Mr Morrow: Again, I think a lot has evolved in our discussions and the technology in the approach. So I think we owe you an update in terms of the explanation as to what is happening.

Senator CONROY: But you have agreed you will only guarantee to the first jack?

Mr Morrow: Our responsibility is up to the first jack.

Senator CONROY: So, if a person has to have a splitter installed after the first jack, you are still only guaranteeing up until that point and, if the splitter is not involved—

Mr Morrow: Again, I am not aware of the exact details on it. We would not leave a customer stranded out there, but let me confirm and come back to the committee with a full explanation of what is happening there.

Answer:

In most cases, a properly installed central ADSL splitter will work adequately with nbn's Fibre-to-the-Node (FTTN) network. However ADSL splitters were not designed for the much higher frequencies used by nbn's FTTN technology and therefore nbn cannot guarantee service performance with a central ADSL splitter.

The FTTN or Fibre to the Building (FTTB) service does not require a central splitter to be installed for nbn to initiate remediation of a line that is under-performing against the peak information rate (PIR) objective (25/5Mbps after co-existence, 12/1Mbps during co-existence).

The validation of line speed however does not include any speed degradation due to the quality of in-building cabling used to serve the premises, so to the extent that the in-building cabling is degrading the line rate below the PIR objective, nbn will not trigger remediation. The recommended action presented back to the customer will be to rectify the under-performing in-building cabling, which may include the provision of a central splitter.

Assurance of the nbn service is to the first wall socket irrespective of the quality of the in-building cabling and independent of the triggers for remediation due to line speed.