

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Budget Estimates May 2017
Communications Portfolio
NBN Co Limited

Question No: 273

NBN Co Limited

Hansard Ref: Written, 07/06/2017

Topic: Missed appointments - definition

Senator Urquhart, Anne asked:

1. How does NBNC Co classify/define a 'missed appointment'? Please provide the internal business rules used to determine this.
2. How does NBNC Co classify/define an 'appointment'? Please provide the internal business rules used to determine this.

Answer:

1. Any appointment not kept in accordance with Sections 2 and 8 of the Wholesale Broadband Agreement (WBA) Service Level Schedule, available on the nbn website at http://www.nbnco.com.au/content/dam/nbnco2/documents/sfaa-wba2-product-catalogue-service-levels-schedule_20161205.pdf
2. Appointments to attend a Premises made by a Customer and confirmed by nbn in accordance with the WBA Service Level Schedule.