

**QUESTION TAKEN ON NOTICE**

**BUDGET ESTIMATES HEARING: 27-28 May 2013**

IMMIGRATION AND CITIZENSHIP PORTFOLIO

**(BE13/0516) PROGRAM – Internal Product**

Senator Humphries (Written) asked:

Has the Department experienced any internet problems, such as but not limited to slow internet, or internet blackouts? If yes, what was the reason for this? Did it impact the Minister's office?

*Answer:*

The service level for Internet service availability is 99.96 per cent. The service for 2012/13 is currently running at 100 per cent availability. There have been no outages related to internet problems this financial year.

MRT-RRT

The tribunals have not experienced any major internet problems. The tribunals do not provide internet services to the Minister's office.