



Service Improvement Submission Form

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Note: This Form contains a Service Initiative submitted by an Access Seeker or Industry Body (the **Submitting Party**) to **nbn**. NBN Co publishes this Form in accordance with its commitment to facilitate an open and consultative dialogue, and will distribute public versions of Service Initiative Submission Forms received from the Submitting Party as necessary throughout the development of the Annual Service Improvement Plan. The views expressed in this Form are those of the Submitting Party only, and may not reflect **nbn**'s position. At the time of publishing, **nbn** had not yet assessed the Service Initiative(s) presented here. After publication of this Form, **nbn** will commence its assessment process. **nbn** retains absolute discretion in regards to whether or not to develop the Service Initiative(s) contained in this submission. Not all aspects of the Submitting Party's proposal are necessarily within **nbn**'s permitted scope of activities.

Annual Service Improvement Plan: Service improvement submission form

Access Seekers Details

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Representative	Sophia Joo
Email Address	policy@internet.asn.au
Submission Date	22 December 2023

To assist in the collection and prioritisation of initiatives, the service improvement submission form is set out according to the following three sections:

- 1) **ASIP-24:** Any feedback on ASIP-24 and initiatives that Access Seekers would like to propose for consideration in order to improve existing initiatives captured in ASIP-24, many of which are planned to continue into future financial year(s).
- 2) **Priorities for SAU and WBA5 Feedback Items:** Through both SAU and WBA5 consultations, **nbn** has received considerable feedback regarding those areas of service performance that Access Seekers consider **nbn** should be prioritising. In light of the published ASIP-24 **nbn** is seeking Access Seeker feedback on whether the ASIP-24 initiatives will assist in addressing those pain points highlighted by Access Seekers and the order of priority Access Seekers attach to these areas of performance.
- 3) **Other service improvement proposals:** These are any other proposals, initiatives or areas of service experience that are not related to the existing initiatives set out in ASIP-24 which Access Seekers consider may have a material impact on improving Access Seeker and/or end user experience.



1) ASIP-24

(a) ASIP-24 Feedback:

Referencing the ASIP-24 document found here: <https://www.nbnco.com.au/rsps/special-access-undertaking-sau> , organisations are requested to provide feedback on the ASIP-24 service initiatives.

Please clearly mark any confidential material provided in the sections below by surrounding the confidential material with tags marked [Confidential]. For example, in this sentence [Confidential] these three words [Confidential] are marked as being confidential information.

a) Select the ASIP-24 key initiative feedback will be provided for	
<input checked="" type="checkbox"/> FTTN/FTTC to FTTP Program	<input type="checkbox"/> Improve RSP Experience
<input type="checkbox"/> Fixed Wireless Upgrade Program	<input checked="" type="checkbox"/> Service Evolution
<input type="checkbox"/> Simplify our network for our customers	<input type="checkbox"/> Business Operations
<input checked="" type="checkbox"/> Enhance Customer Service Delivery	<input checked="" type="checkbox"/> Internal Field Workforce Expansion
b) Provide any feedback on the selected initiative.	
<p>Overall, we support the initiatives detailed in the ASIP-24. However, we are concerned that these initiatives, particularly those that relate to or will have significant impact on customer experience are not being implemented fast enough.</p> <p>We understand that many of the difficulties and complaints end-users have with the nbn is due to the unreliability and faults that arise from copper cabling. Therefore, as has been posited by NBN Co, it is widely expected that this will be largely ameliorated with the replacement of copper with optical fibre cabling. Furthermore, this is expected to have flow-on effects, such as to the Benchmark Service Standards. To that end, we believe that roll-out of the fibre network should occur as fast as possible and prioritised to that end.</p> <p>However, as the upgrade to fibre cables is a staged process that is scheduled to take place into 2025, we believe that in the interim there should be prioritisation of initiatives that significantly improve customer experience. Given that this also relates to the Benchmark Service Standards there are broader implications for RSPs and the industry with regard to the sustainability of the nbn.</p> <p>Furthermore, as was noted in our responses to the SAU variation consultations, while we support the introduction of Benchmark Service Standards, those proposed for the first regulatory cycle are insufficient for ensuring customer satisfaction. Therefore, we hope that these selected initiatives will be able to supplement the Benchmark Service Standards to improve service delivery and customer experience.</p> <p>We understand that some of the biggest complaints that RSPs receive relate to the Benchmark Service Standards, such as dropouts and missed appointments for fault rectification. Therefore, the selected initiatives, which we believe to be most relevant to customer experience and service delivery should be prioritised, and NBN Co should work to deliver the benefits of these initiatives earlier than scheduled, wherever possible.</p> <p>For example, the Enhance Customer Service Delivery is scheduled to be implemented in from H2 onwards. Noting that many end-users will soon face increased prices as a result of the revised SAU, we believe it is particularly important to prioritise initiatives that will improve customer service and experience, that will take effect alongside price increases. A 6-9 month delay in service improvements from price increases will be detrimental to not just RSPs, but also NBN Co. It is vital that customers experience service improvements in order to ensure the sustainability of the nbn in competition with other broadband products which are becoming the more affordable and improving in reliability, therefore also becoming more appealing option for many customers.</p>	



(b) ASIP-24 Uplift Proposals:

Referencing the ASIP-24 document found here: <https://www.nbnco.com.au/rsps/special-access-undertaking-sau> , organisations are requested to provide detail of the service initiative proposal which could uplift an initiative in ASIP-24, providing as much information as reasonably possible to assist in the NBN Co assessment of the service proposal.

Please clearly mark any confidential material provided in the sections below by surrounding the confidential material with tags marked [Confidential]. For example, in this sentence [Confidential] these three words [Confidential] are marked as being confidential information.

a) Service proposal title
No further comments
b) Select the related ASIP-24 key initiative
<input type="checkbox"/> FTTN/FTTC to FTTP Program <input type="checkbox"/> Improve RSP Experience <input type="checkbox"/> Fixed Wireless Upgrade Program <input type="checkbox"/> Service Evolution <input type="checkbox"/> Simplify our network for our customers <input type="checkbox"/> Business Operations <input type="checkbox"/> Enhance Customer Service Delivery <input type="checkbox"/> Internal Field Workforce Expansion
c) Describe the service experience problem this incremental proposal is intended to address (ideally 1 – 2 paragraphs)
[Click here to enter the Service proposal problem statement]
d) What is the proposed solution to address this problem?
[Click here to enter the proposed solution of the Service proposal, ie. Process, Capability, IT Development, Education/Knowledge enhancement, Other]
e) What are the expected service benefits for the Access Seeker and end user (quantitatively & qualitative benefits?)
[Click here to enter details of the Access Seeker service benefits.] [Click here to enter details of the End User service benefits.]



(2) Priorities for SAU and WBA5 Feedback Items:

Based on the feedback provided during the SAU and WBA5 consultations, **nbn** would like to understand if these are still a priority for your organisation and if so, provide a Low, Medium, High ranking to identify which ones are the most important and will realise the most service improvement to Access Seekers and End Users.

Please clearly mark any confidential material provided in the sections below by surrounding the confidential material with tags marked [Confidential]. For example, in this sentence [Confidential] these three words [Confidential] are marked as being confidential information.

a) Rank the following items as Low, Medium, High priority from a service experience perspective. Leave blank if not a priority for your organisation.	
Priority	Item
H	Access to service information (activations, faults, testing)
H	Fibre connect / COAT
M	Network performance - Dropouts
M	Network performance - QoS/stability
M	Network performance - Speed
M	Network performance - Utilisation
H	Network remediation
H	Outages
M	Proactive assurance
H	Repeat Faults
Additional feedback Overall, we believe that all the above items are of importance and should be considered high priority. However, noting the technical limitations for NBN Co to actually deliver improvements for network performance on the copper network, we believe that the other items should take precedence.	

(3) Other Service Improvement Proposals:

Please outline any other service proposals and areas which will improve the service experience for End Users or Access Seekers. The following sections are not mandatory; however organisations are requested to provide as much information as reasonably possible to assist in the NBN Co assessment of the service proposal.

Please clearly mark any confidential material provided in the sections below by surrounding the confidential material with tags marked [Confidential]. For example, in this sentence [Confidential] these three words [Confidential] are marked as being confidential information.



a) Service proposal title
No further comments
b) Technology of service proposal (Please select 1 or more)
<input type="checkbox"/> FTTC <input type="checkbox"/> FTTN <input type="checkbox"/> FTTB <input type="checkbox"/> FTTx <input type="checkbox"/> HFC <input type="checkbox"/> Fixed Wireless <input type="checkbox"/> Satellite <input type="checkbox"/> NPIS <input type="checkbox"/> Sandpit <input type="checkbox"/> Smart Places <input type="checkbox"/> Enterprise Ethernet <input type="checkbox"/> New Developments <input type="checkbox"/> Content Services <input type="checkbox"/> Other: (please specify)
c) Describe the service experience problem this proposal is intended to address (ideally 1 – 2 paragraphs)
[Click here to enter the service proposal problem statement]
d) What is the proposed solution to address this problem?
[Click here to enter the proposed solution of the Service proposal, ie. Process, Capability, IT Development, Education/Knowledge enhancement, Other]
e) What are the expected service benefits for the Access Seeker and end user (quantitatively & qualitative benefits?)
[Click here to enter details of the Access Seeker service benefits.] [Click here to enter details of the end user service benefits.]



Consent

By checking this box the Submitting Party acknowledges that, with the exception of information marked confidential using [Confidential] tags, the information provided in this Service Initiative Submission may be published for the review and assessment of NBN Co and all Access Seekers or Industry Bodies.

Agree