
From: Lloyd, Bruce [REDACTED]
Sent: Wednesday, 6 May 2020 3:17 PM
To: Fu, Kai; Shrubbs, William
Cc: Evans, Linda; Ooi, Sian; Seymour, Ed; Cosgrave, Michael
Subject: nbn Co authorisation - Protocol para 3 report w/e 1 May 2020

Dear Kai and William

The report follows for week ending 1 May 2020, which can be placed on the public register:

Interim Authorisation: Report of “material decisions” for week ending 1 May 2020

We are instructed that with respect to the meetings of the Special Working Group or its sub-committees held last week, arguably there is one matter to be reported to the ACCC under paragraph 3 of the Reporting Protocol. Following consultation in the Special Working Group, **nbn** has communicated with and made a recommendation to the main video streaming content providers that they maintain the status quo and keep their voluntary measures in relation to their video streaming services in place for the time being to help manage network traffic.

In brief, the following matters were the subject of discussion at meetings of the SWG or its sub-committees held last week:

- analysis of recent nbn network performance data, including traffic and usage patterns, and feedback from carriers on end user experience;
- international network performance data from international carriers and organisations, including busy-hour analysis, to gain insights based on countries at other stages of the curve;
- discussion about the network implications of voluntary measures adopted by over-the-top (OTT) application providers. The impact of a gaming patch on 29 April on the **nbn** network was also noted;
- various indicative, sample data-sets regarding **nbn**'s recent connection and assurance activities, including in flight and aged incidents, average connection and resolution timeframes and planned outages information; and
- various proposed and implemented operational process changes and associated B2B and IT Systems changes to help the **nbn** contractor workforce and retail service providers safely manage COVID-related impacts on **nbn**'s operations.

nbn is continuing to make available general information to all RSPs about relevant network and operational matters discussed by the Special Working Group and its sub-committees at regular intervals.

Regards

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