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**From:** Lloyd, Bruce [REDACTED]  
**Sent:** Wednesday, 20 May 2020 8:19 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 15 May 2020

Dear Kai and William

The report follows for week ending 15 May 2020, which can be placed on the public register:

### Interim Authorisation: Report of “material decisions” for week ending 15 May 2020

We are instructed that with respect to the meetings of the Special Working Group or its sub-committees held last week, there is no report to give under para 3 of the Protocol of any material decision made by the Special Working Group or its sub-committees that falls within the Proposed Conduct.

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

- analysis of international network performance data from international carriers and organisations, including busy-hour analysis, to assist SWG members plan for potential future changes in traffic patterns;
- analysis of recent **nbn** network performance data, including traffic and usage patterns, and feedback from carriers on end user experience;
- discussion of the collective recommendation made by the SWG to the main OTT video streaming providers regarding their voluntary measures in relation to their video streaming services, which remain in place, and discussion of the voluntary measures adopted by video conferencing providers;
- discussion about a media report suggesting that one international OTT video streamer provider may have lifted its voluntary measures to reduce network traffic in some countries in Europe;
- discussion and feedback from carriers about the utility of gaming-related information being provided by **nbn** to industry to assist in identifying when traffic spikes will occur on the networks;
- various indicative, sample data-sets regarding **nbn**'s recent connection and assurance activities, including in flight and aged incidents, average connection and resolution timeframe 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

Bruce Lloyd

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