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**From:** Lloyd, Bruce [REDACTED]  
**Sent:** Thursday, 25 June 2020 10:10 AM  
**To:** Fu, Kai; Shrubbs, William  
**Cc:** Evans, Linda; Ooi, Sian; Seymour, Ed; Cosgrave, Michael  
**Subject:** RE: nbn Co authorisation - Protocol para 3 report w/e 19 June 2020

Dear Kai and William

### Interim Authorisation: Report of “material decisions” for week ending 19 June 2020

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

We are instructed to provide the following update more generally:

#### **Committee meeting cadence**

The Special Working Group Committee dealing with network management did not meet last week, in line with its current fortnightly cadence.

It was also agreed that, in light of the continuing easing of restrictions related to COVID-19, the Special Working Group Committee dealing with operational matters would stop meeting for the time being, with the last Committee meeting having been held on 16 June 2020. **nbn** will continue to carefully monitor the ongoing pandemic situation and, if required, further meetings of the Committee will be convened in consultation with the members of the Special Working Group.

#### **All-RSP briefings**

In addition to the above Committee meeting held last week, two general COVID briefings open to all-RSPs were held last week as follows:

1. the regular fortnightly all-RSP briefing session on COVID-19 related operational matters was held on 17 June 2020. As the Special Working Group Committee meetings dealing with operational matters have stopped meeting, this will be the last such all-RSP briefing session for the time being; and
2. the fourth regular monthly all-RSP briefing session on COVID-19 network related matters was held on 18 June 2020.

**nbn** encourages all RSPs to attend these COVID briefing sessions and they can get briefing invitations and information via their **nbn** account team. The agendas of these all-RSP briefings followed the same agenda as the Special Working Group Committees. In addition, similar briefing packs were used to provide transparency to all RSPs about the key matters that had been discussed by Special Working Group Committees.

#### **Summary of matters discussed at the Committee meeting held last week**

In brief, the following matters were addressed at the Committee meeting held last week:

- 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;
- an update on the relaxation of restrictions on Planned Outage activities for certain types of field work, including a proposal to progress escalated and complex copper rehabilitation work within a change window of one day (rather than the typical three day window), subject to the usual period of 10 business days' notice; and
- updates on various operational initiatives helping the **nbn** contractor workforce and retail service providers safely and efficiently manage COVID-related impacts on **nbn**'s operations, including:
  - refinements to the two-way SMS messages between **nbn** and end users;
  - ongoing progress of the RSP webchat trial;
  - commencement of the Automated Appointment Rescheduling Tool trial with participating RSPs;
  - aged care facilities access; and
  - ongoing processes to deal with “noise sources” potentially impacting some upstream traffic.

As mentioned above, **nbn** is continuing to make available 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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