
From: Lloyd, Bruce [REDACTED]
Sent: Tuesday, 26 May 2020 5:19 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 22 May 2020

Dear Kai and William

The report follows for week ending 22 May 2020, which can be placed on the public register:

Interim Authorisation: Report of “material decisions” for week ending 22 May 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

For the time being:

1. the Special Working Group Committee dealing with network management will move from a weekly cadence to a fortnightly cadence, subject to any events requiring an out-of-sequence meeting; and
2. the Special Working Group Committee dealing with operational matters will largely continue to meet weekly for the moment to handle on-going urgent COVID-related operational matters.

All-RSP briefings

In addition to the two above meetings of the Committees, 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 20 May 2020; and
2. the third regular monthly all-RSP briefing session on COVID-19 network related matters was held on 21 May 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 Committees

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

- analysis of international network performance data from international carriers and organisations, including busy-hour analysis noting operators in the USA have been seeing modest declines in

upstream and downstream traffic and further reports that some OTT providers in Europe are restoring full bitrate for higher-quality video streaming;

- analysis of recent **nbn** network performance data, including traffic and usage patterns, and feedback from carriers on end user experience given schools are going back;
- feedback about advance notice provided by gaming companies to **nbn** on gaming patch and releases which **nbn** makes available to all **nbn**'s Retail Service Providers, noting notice is often a very short window of time;
- confirmation that the main OTT video streaming providers in Australia have continued with their voluntary measures on their video streaming services to date, however there may be changes in the longer term;
- 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;
- a proposal to relax restrictions on Planned Outage activities for certain types of field work, including a resumption on the progression of certain Held orders during off-peak hours;
- a proposal to work with RSPs on new processes to deal with "noise sources" potentially impacting some upstream traffic;
- update on operational processes relating to aged care facilities access and the imminent trial of an automated appointment rescheduling tool, helping the **nbn** contractor workforce and retail service providers safely and efficiently manage COVID-related impacts on **nbn**'s operations.

As mentioned above, **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

Bruce Lloyd, Partner
Clayton Utz

Level 15, 1 Bligh Street, Sydney NSW 2000 Australia | D [REDACTED] | F [REDACTED]
[REDACTED] | www.claytonutz.com