

From: Lloyd, Bruce
Sent: Wednesday, 29 April 2020 4:55 PM
To: Fu, Kai; Zele, Georgia
Cc: Evans, Linda; Ooi, Sian; Seymour, Ed; Cosgrave, Michael
Subject: RE: nbn Co authorisation - Protocol para 3 report w/e 24 April 2020

Dear Kai and Georgia

The report for week ending 24 April 2020 which can be placed on public register follows:

Interim Authorisation: Report of “material decisions” for week ending 24 April 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 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, school holiday effects, and feedback from carriers on end user experience;
- discussion of further analysis that may assist in analysing distribution of traffic patterns across the **nbn** network;
- international network performance data from international carriers, including busy-hour analysis, to gain insights based on countries at other stages of the curve;
- discussion about what applications are key drivers of traffic and impacts of changes made by providers to date;
- the new upstream transparency metric released on **nbn**'s website and the trends it shows;
- overview of **nbn**'s \$150 million COVID-19 relief and assistance package announced on 17 April 2020;
- 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 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. This includes the briefing session which **nbn** invited all RSPs to attend on 23 April 2020 on COVID-19 related network matters. In addition, **nbn** held the regular fortnightly session on COVID-19 related operational matters on 22 April 2020, which all RSPs were also invited to attend.

Regards

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