
From: Lloyd, Bruce [REDACTED]
Sent: Wednesday, 10 June 2020 4:12 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 5 June 2020

Dear Kai and William

[Interim Authorisation: Report of “material decisions” for week ending 5 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 one matter to be reported under para 3 of the Reporting Protocol.

Following consultation in the Special Working Group, it was agreed that **nbn** would communicate with and make a formal request to a game provider on behalf of the Special Working Group to take steps to limit the network impacts of a large, upcoming gaming patch by that provider. For completeness, **nbn** notes that the relevant gaming patch was subsequently withdrawn and rescheduled by the provider for unrelated reasons.

We are instructed to provide the following update more generally:

Committee meeting cadence

In relation to the cadence of the meetings of the Committees:

1. the Special Working Group Committee dealing with network management, which ordinarily meets fortnightly, will schedule an out-of-sequence meeting for 9 June 2020 to deal with matters relating to proposed recommendations to OTT video streaming providers (as described below); and
2. the Special Working Group Committee dealing with operational matters will move from a weekly cadence to a fortnightly cadence commencing on 16 June 2020, subject to any events requiring an out-of-sequence meeting.

All-RSP briefing

In addition to the two above meetings of the Committees, the regular fortnightly all-RSP briefing session on COVID-19 related operational matters was held on 3 June 2020.

nbn encourages all RSPs to attend this general COVID briefing session and RSPs receive briefing invitations and information via their **nbn** account team. The agenda of this all-RSP briefing followed the same agenda as the relevant Special Working Group Committee dealing with operational matters. In addition, a similar briefing pack was used to provide transparency to all RSPs about the key matters that had been discussed by that Special Working Group Committee.

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 analysis noting operators in Japan have observed an upward trend commensurate with lockdown activity, compared with the general decline in traffic observed in Milan;
- analysis of recent **nbn** network performance data, including traffic and usage patterns;
- discussion regarding a proposal to formally request a gaming provider to take steps to limit the network traffic impact of a large, upcoming gaming patch;
- discussion regarding the ongoing voluntary measures adopted by the main OTT video streaming providers and whether those measures are still required. As outlined above, an out-of-sequence meeting was scheduled on 9 June 2020 to discuss this matter further;
- 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 proposals to relax restrictions on Network Planned Outage activities for certain types of field work, including a resumption on the progression of certain complex rehabilitation works commencing in July and August;
- an update on the proposal to work with RSPs on new processes to deal with “in-home issues” potentially impacting some upstream traffic; and
- update on operational processes relating to aged care facilities access and End User SMS messages, 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 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