

BUSINESS EXPERIENCES WITH THE NBN NSW INFRASTRUCTURE SURVEY

Business experience of infrastructure in NSW



BUSINESS NBN EXPERIENCE

In 2017 the NSW Business Chamber [surveyed members](#) on their experiences with the NBN. The results of that survey painted a picture of poor performance, delays and user dissatisfaction. The Chamber revisited some of the questions asked in the NBN survey, to assess whether reforms and changes to the NBN rollout had delivered an improved experience for business customers. The results show improvements across all major issues which is encouraging. However, there remains considerable room for improvement in key areas such as connection time and business disruption during switchover.

The NBN is one of the rare areas of infrastructure where performance in regional NSW outpaces that in Sydney. In part, this reflects the focus on NBN rollout in rural and regional Australia and the better legacy services available in urban areas.

This report forms part of a broader infrastructure survey series. Further infrastructure survey results will be released at:

<https://www.nswbusinesschamber.com.au/Issues/Business-Surveys>

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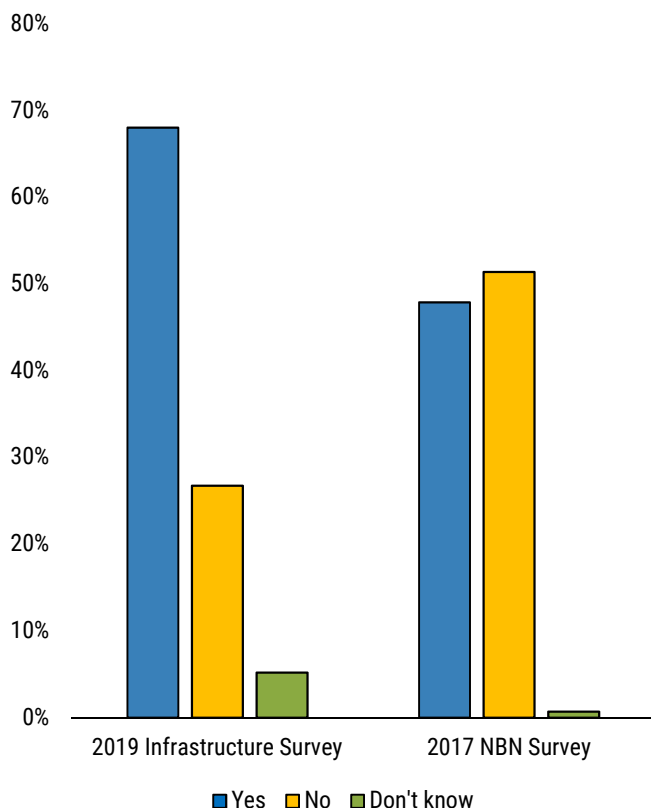
NSW BUSINESS CHAMBER

The NSW Business Chamber is one of Australia's largest business support groups, with a direct membership of 20,000 businesses and providing services to over 30,000 businesses each year. The Chamber works with businesses spanning all industry sectors including small, medium and large enterprises.

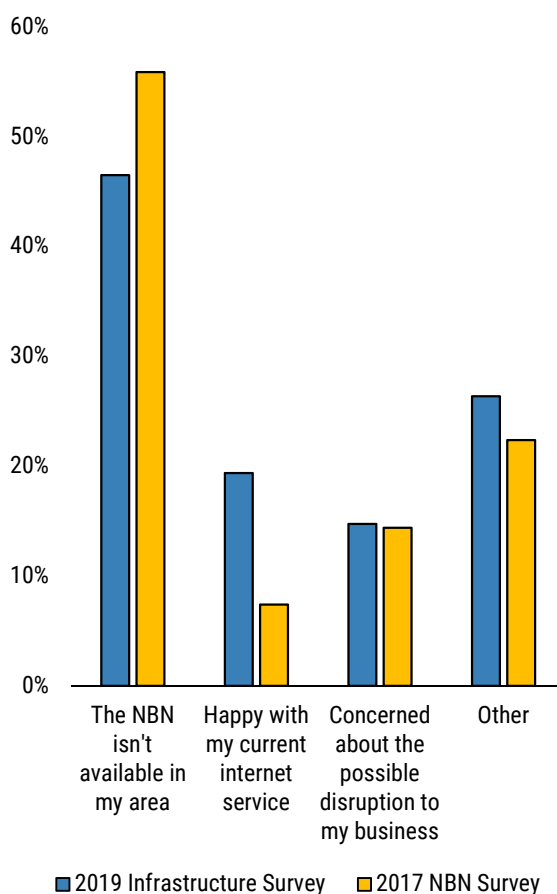
BUSINESSES NOT ON NBN

Availability is biggest barrier

Is your business currently connected to the NBN?



Why isn't your business connected to the NBN?



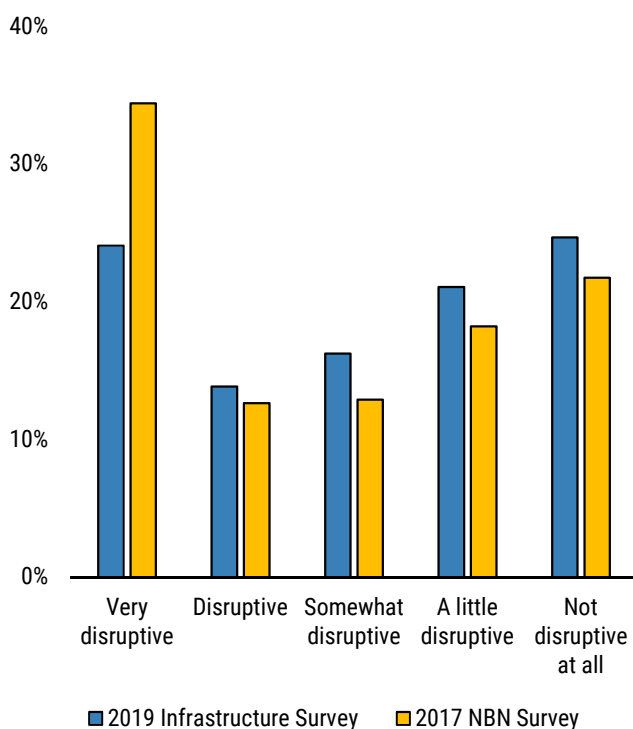
DETAILED FINDINGS

- The continuing rollout of NBN is reflected in the survey findings with 68% of respondents now connected to the NBN, compared with 48% when we last surveyed on NBN issues in August 2017.
- Regional differences highlight the recent focus on rolling out NBN in more rural and regional areas with over 90% of respondents in the Central Coast, Central West and Riverina regions indicating they are connected to NBN. By contrast, only 51% of respondents in Sydney, 56% in New England and North West, and 58% in the Capital Region report being connected to NBN.
- Among businesses not connected to the NBN, the main reason cited (as in 2017) was a lack of availability in their area. A greater proportion responded that they are satisfied with their existing service provision, compared with 2017.

NBN CONNECTIONS

Businesses' experience of NBN improving since 2017 but still concerning

How disruptive was the process of switching to the NBN for your business?



How/why has switching to the NBN been disruptive for your business?



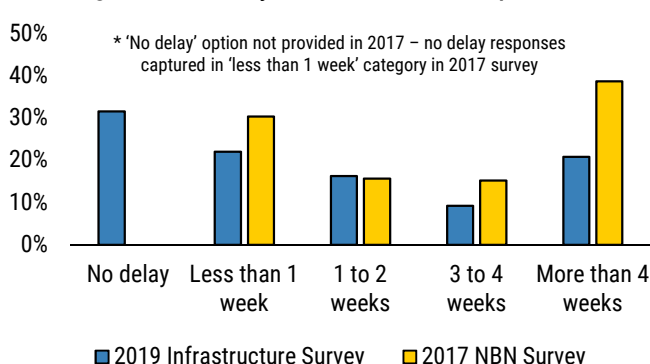
DETAILED FINDINGS

- There has been a 10 percentage point decrease in the proportion of businesses reporting switching to the NBN as being 'very disruptive' (from 34% in 2017 to 24% in 2017). While better than in 2017, it is still concerning that 38% of businesses connected to NBN described the connection process as 'very disruptive' or 'disruptive'.
- The most commonly identified factors behind business disruption were: the amount of time taken by the connection and set-up process; time off-service during switchover; service drop-outs after connection; interruptions to telephone service; problems with technicians and lack of coordination between telcos and NBN staff.

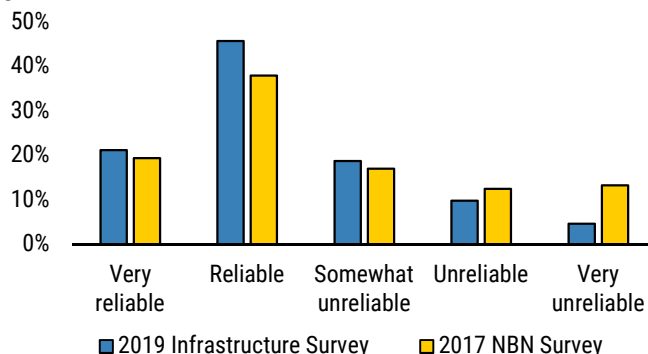
NBN OPERATION

Improvements over 2017 but concerns remain

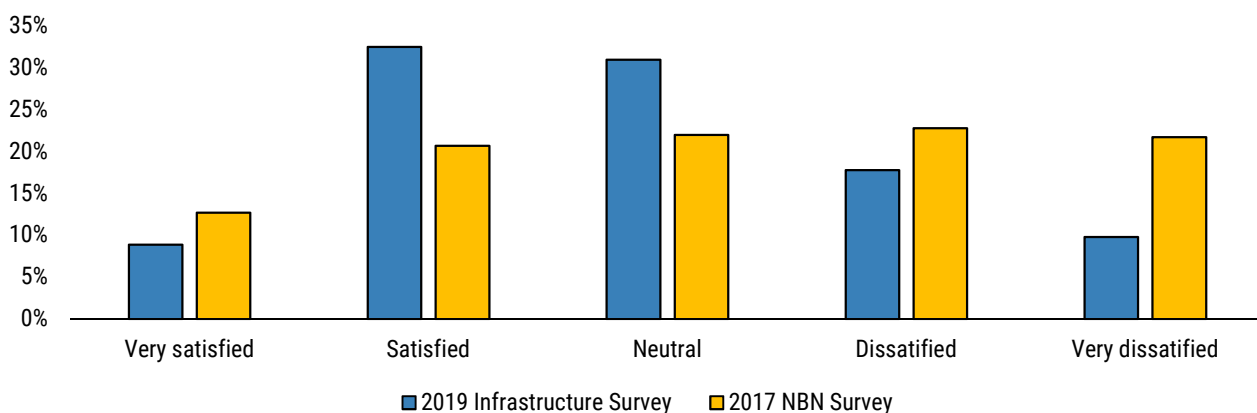
How long was it until your internet was up and running?



How reliable has your NBN connection been?



How satisfied are you with your NBN service overall?



DETAILED FINDINGS

- The proportion of respondents reporting a >4 week installation delay has almost halved since 2017 falling from 39% in 2017 to 20% in 2019. Nevertheless, 68% reported delays of some duration between their expected and actual start day.
- The survey also found evidence of improvements to NBN reliability. Since 2017 the proportion of respondents describing the service as very unreliable (i.e. which drops out for extended periods of time) has dropped from 13% to below 5%. Reliability has improved with 68% of respondents now describing the service as reliable or very reliable.
- Overall satisfaction with NBN has become more neutral over time. The proportion of businesses reporting being 'very satisfied' or 'very dissatisfied' has dropped since 2017. A majority (64%) of businesses now report being 'satisfied' or 'neutral' about the NBN.