

30 July 2024

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MG (a pseudonym)
foi+request-11585-8c94bb00@righttoknow.org.au

nbn Ref: FOI2425001.005

Dear MG

FOI Act Application – Access Decision

I am writing in relation to your application made under the *Freedom of Information Act, 1982* (**FOI Act**) seeking access to data regarding premises “mapped” for nbn’s Sky Muster™ services and a breakdown of “Complex Premises”.

The Statement of Reasons (**attached**) outlines the specific terms of the FOI request, the decision-maker’s findings, and the access decision.

An FOI decision may be reviewed, subject to sections 53A and 54 of the FOI Act. Please refer to the Office of the Australian Information Commissioner’s website at the following [link](#), which provides details about your rights of review and other avenues of redress under the FOI Act.

Please feel free to contact me on (02) 9031 3022 if you have any questions, or if you would like to discuss your FOI application.

Yours sincerely

Rohan Singh

Freedom of Information Officer



FREEDOM OF INFORMATION REQUEST – FOI2425001.005

30 JULY 2024

ACCESS DECISION

STATEMENT OF REASONS

Access Decision - summary

1. Access to the Relevant Document (defined below and at Attachment A) is granted in full.

Background – nbn and the FOI Act

2. **nbn** is a government business enterprise (**GBE**), which has the mandate of realising the Australian Government’s vision for the development and operation of Australia’s broadband infrastructure.
3. **nbn** recognises that information is a vital and invaluable resource, both for the company and for the broader Australian community. That is why **nbn** fosters and promotes a pro-disclosure culture, with the goal of creating an organisation that is open, transparent, and accountable. To that end, **nbn** makes a large amount of information freely available to the public on our website: <http://nbnco.com.au/>.
4. **nbn** also manages its information assets within the terms and spirit of the *Freedom of Information Act 1982* (the **FOI Act**). We endeavour to release information proactively, while considering our commercial and other legal obligations.
5. Subject to relevant exemptions, the FOI Act gives the Australian community the right to access documents held by Commonwealth Government agencies, as well as “prescribed authorities” such as **nbn**.
6. Under subsection 23(1) of the FOI Act, **nbn**’s Chief Executive Officer authorises me, to make decisions about access to documents and related matters under the FOI Act.
7. Under subsection 26(1) of the FOI Act, I am required to provide a Statement of Reasons for my decisions in relation to FOI applications. I am also required to set out my findings on any material questions of fact, referring to the material upon which those findings were based. Those findings are outlined below.

Application Chronology and Scope of Request

8. On 1 July 2024, **nbn** received an email from MG, a pseudonym, (the **Applicant**) making an application under the FOI Act requesting:

“Can you please advise how many premises are mapped for a Skymuster connection (as at 01/07/2024) within a:*



- a. 0 - 5 km radius from Adelaide GPO
- b. 5 - 10 km radius from Adelaide GPO
- c. 10 - 15 km radius from Adelaide GPO
- d. 15 - 20 km radius from Adelaide GPO
- e. 20 - 25 km radius from Adelaide GPO

Of these premises mapped for Skymuster requested above, can you also please provide the number of those premises that are considered "Complex Premises" under NBNSCo's "Technology Choice Program" (as at 01/07/2024), and therefore unable (as at 01/07/2024) to request a change of technology (from Skymuster) via NBN's "Technology Choice program".*

Please breakdown the "Complex Premises" in the same way:

- a. 0 - 5 km radius from Adelaide GPO
- b. 5 - 10 km radius from Adelaide GPO
- c. 10 - 15 km radius from Adelaide GPO
- d. 15 - 20 km radius from Adelaide GPO
- e. 20 - 25 km radius from Adelaide GPO

*(*mapped means any premises NBNSCo has designated to receive a Skymuster connection, whether connected or not)"*

- 9. On 1 July 2024, I wrote to the Applicant to acknowledge his request. The same day, the Applicant requested that I waive processing fees.
- 10. On the date specified above, I made my access decision, as outlined below.

Findings on material questions of fact

- 11. Under the FOI Act, applicants have a right to seek access to documents, rather than information or datasets. However, section 17 of the FOI Act also permits FOI agencies to draw information from computers or other equipment and to collate that information into a document, which had previously not existed. This requirement is subject to a caveat, i.e., that an FOI agency is not required to collate the information if it would substantially and unreasonably divert the agency's resources.
- 12. Noting the above points, subject matter experts (**SMEs**) within **nbn** were able to identify relevant information within **nbn**'s IT systems and collate the same into a new



document (**the Relevant Document** – found at **Attachment A**) – and without unreasonably and substantially diverting **nbn**'s resources.

13. I am satisfied that **nbn** staff have conducted all appropriate searches for the Relevant Document. I am satisfied that there are no further documents that fall within the scope of the Applicant's request.

Access Decision

14. In undertaking my review of the Relevant Document, it is my view, having regard to the nature and subject matter of the request and the relevant provisions of the FOI Act, that it is appropriate to release the Relevant Document to the Applicant.

Decision-making Time and Fees

15. It is **nbn**'s general policy to charge applicants for FOI processing time. In its [Submission to the OAIC Charges Review](#), **nbn** outlined its support of fees and charges and their importance to the FOI scheme.
16. **nbn** staff spent time searching for the Relevant Information to respond to the request.
17. I have spent no more than five hours drafting and finalising this FOI decision, in addition to completing relevant correspondence in respect of the request. No fees are levied for the first five hours of FOI decision-making time and accordingly no fees are payable in respect of the decision-making time in this instance.
18. Considering the Applicant's submission on costs by reference to previous submissions, I have determined to waive processing fees in relation to this FOI application. This is permitted by Regulation 3 of the *Freedom of Information (Charges) Regulations 1982*, which provides decision-makers with a general discretion to impose or not impose a charge or impose a reduced charge for the processing of an FOI request.

Disclosure log

19. Ordinarily, **nbn** is required to publish documents provided to FOI applicants within 10 working days after release. I do not consider that that any exceptions as per section 11C of the FOI Act apply, and accordingly, **nbn** will publish the Relevant Document on its disclosure log.
20. If you are dissatisfied with this decision, you have certain rights of review. Details regarding your rights of review and appeal are outlined in the covering letter, provided with this Statement of Reasons.



Attachment A – FOI2435001 – Document Released in Full

Under the Act, FOI applicants have a right to seek documents, rather than information or datasets. However, section 17 of the FOI Act also permits FOI agencies to draw information from computers or other equipment and to collate that information into a document, which had previously not existed (**the Relevant Document**). nbn’s FOI Officer determined to release the Requested Document to the Applicant.

Distance to Adelaide GPO(*)	Active nbn satellite services at 1 July 2024	Potential nbn satellite services(**) at 1 July 2024	Grand Total	Subset of complex premises as at 1 July 2024 (***)
0-5km from Adelaide GPO	0	6	6	2
5-10km from Adelaide GPO	40	140	180	168
10-15km from Adelaide GPO	85	440	525	472
15-20km from Adelaide GPO	126	499	625	574
20-25km from Adelaide GPO	110	433	543	531
Total	361	1518	1879	1747

(*) It is important to note that distance from a capital city’s GPO is not necessarily an indicative measure of whether a given premises can expect to be connected to the **nbn™** network via satellite vs. fixed line or fixed wireless services. It is **nbn’s** practice to deploy Sky Muster™ satellite services where providing fixed line or fixed wireless connections to that area would be unworkable.

()** It is also important to note that potential, inactive connection numbers:

- are reflective of a point in time and may change due to alterations in **nbn’s** network deployment plans, such as with upgrades in access technologies;
- would include sites designated for **nbn’s** wholesale broadband clients, i.e. retail service provider or RSP trial locations and **nbn’s** own monitoring sites for testing the health of the **nbn™** network;
- would also represent sites or locations where end-users may not wish to connect to the **nbn™** network, e.g. at an isolated building in a rural, remote or inaccessible location;
- would also include premises where end-users may have chosen not to connect to the **nbn™** network and to retain legacy services; and
- would also include premises where end-users may subsequently choose to connect to **nbn™** network services at a future date, noting that end-users with Sky Muster™ connections can continue using their legacy (copper line) services and for which there is no mandatory disconnection requirement. This is not the case within the **nbn™** network’s fixed-line (copper) footprint, where end-users have roughly 18 months in which to migrate to the **nbn™** network before they are disconnected from legacy services.

(*)** Subset of the “Grand Total” column, premises considered “complex” for the purposes of **nbn’s** Tech Choice program, being ineligible for an automated Tech Choice quote due to cost or complexity.

