

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Budget Estimates May 2017
Communications Portfolio
NBN Co Limited

Question No: 265

NBN Co Limited

Hansard Ref: Written, 07/06/2017

Topic: Calls to call centre

Senator Urquhart, Anne asked:

With reference to NBN public-facing contact centre number 1800 687 626:

1. How many calls have been made to the 1800 687 626 number in 2017 to date? Please break down by month.
2. What is the average wait time for calls in 2017?
3. What is the average call handle time for calls in 2017?
4. What is the abandoned call rate?
5. Does NBNCo conduct Net Promoter Score (NPS) measurement on these calls? If no, why not? If yes, what is the NPS Score for 2017 to date?
6. How many employees staff the phones in this contact centre?
7. How many calls were made to 1800 687 626 in 2016? Please break down by month.

Answer:

1.

Month	Calls Offered
Jan-2017	22,927
Feb-2017	28,880
Mar-2017	27,933
Apr-2017	21,312
May-2017	26,919
2017 Total	127,971

2. 2017 Average Wait Time: **1 Minute and 34 Seconds**
3. 2017 Average Call Handle Time: **10 Minutes and 42 Seconds**
4. 2017 Abandoned Call Rate: **10%**
5.
 - (a) nbn conducts a Customer Satisfaction Survey at the end of calls requesting a rating on the phone of 3 key metrics: Satisfaction with the consultant, Satisfaction with the Resolution and Overall outcome. Scoring is 1 – 5, 1 being the lowest.
 - (b) The overall score for 2017 to date is 3.88

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Budget Estimates May 2017

Communications Portfolio

NBN Co Limited

6. 124, as at 31 May 2017.

7.

Month	Calls Offered
Jan-16	18,766
Feb-16	23,277
Mar-16	22,021
Apr-16	20,893
May-16	25,526
Jun-16	23,349
Jul-16	23,019
Aug-16	26,312
Sep-16	24,292
Oct-16	21,556
Nov-16	24,641
Dec-16	21,910
Grand Total	275,562