

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Additional Estimates Spill-over Hearing March 2017
Communications Portfolio
NBN Co Limited

Question No: 371

NBN Co Limited

Hansard Ref: Written, 03/04/2017

Topic: Customer experience metric

Senator Urquhart, Anne asked:

Please explain the methodology behind NBN Co's customer experience metric.

Answer:

The Customer Experience program is an annual program conducted in May/June of each year. The program is used to gather formal customer (RSP) feedback including an overall satisfaction measure, numerical and qualitative feedback across all areas of our business.

nbn engages an external agency, Forethought, to design, conduct, analyse and provide the overall CEM result. All customer interviews are conducted by Forethought and are a combination of over the phone and face to face interviews.