

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

**Question No: 330**

**NBN Co Limited**

**Hansard Ref: Written, 27/06/2017**

**Topic: Call centre**

**Senator Urquhart, Anne asked:**

Please advise whether NBN Co procures any call-centre or back-of-house processing services from locations outside of Australia? If yes:

- (a) In what locations?
- (b) Who are the providers NBN contracts with?
- (c) How many staff are located in the overseas call centre?
- (d) What have been the costs associated with these call centres in FY16-17 to date?

**Answer:**

nbn does not have any call centre operations (where calls are received from end user or members of the Australian public) outside of Australia. nbn does procure back of house processing services from locations outside of Australia.

- (a) Back of house processing services are procured from India and Philippines.
- (b) Accenture, Infosys, Tata Consultancy Services Ltd, Stellar Asia Pacific Pty Ltd, Wipro.
- (c) Not applicable.
- (d) Not applicable.