

**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: 331**

**NBN Co Limited**

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

**Topic: QON 203 – Additional Estimates**

**Senator Urquhart, Anne asked:**

In response to each office location in the response to QON203 from additional estimates:

- (a) Please provide the number of call centre staff for each location where its function has been identified as “Call centre”.
- (b) How many call-centre staff does NBN have in total across its Australia footprint? Please break down for:
  - i. FY14
  - ii. FY15
  - iii. FY16
  - iv. Currently

**Answer:**

QoN 203 referred to the predominant function of an office location; however, there are actually three locations that operate as call centres and these are listed below.

The table below provides the headcount of employees for June 16 and June 17. As the customer service and assurance department was established in 2015, compiling records from prior to this period is a manual task and would be an unreasonable diversion of resources.

Customer Centre	Predominant Location	Jun-16	Jun-17
Eastern Cust Centre	Pennant Hills		131
Northern Cust Centre	Varsity Lakes	140	115
Southern Cust Centre	Melbourne		138
Grand Total		140	384