

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Supplementary Budget Estimates Hearings October 2016
Communications Portfolio
NBN Co Limited

Question No: 123

NBN Co Limited

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Topic: nbn Website - Call centre number

Senator Griff, Stirling asked:

Senator GRIFF: It is very difficult for an older person to really understand what NBN means. In terms of communication, if they go to the website, they will not find a phone number; they will find a web form that they have to complete. It is very difficult for them to actually get a phone number to call someone and talk through it. Do you have any plans, or any options, to be able to make it easier for an older person who wishes to investigate or find out a bit more about the NBN?

Mr Simon: We do have a call centre that they can call, on the Gold Coast. We have our online—

Senator GRIFF: It is not shown when you go straight to the website. You do not automatically see a phone number.

Mr Simon: I am happy to have a look at that to improve that. I thought it was, but I will take that on—

Senator GRIFF: That would be fantastic.

Answer:

To reduce wait time nbn offers end users the ability to email or receive a call back by completing the form on the 'contact us' page of the website. The 'contact us' page is linked directly from the home page.

The phone number is prominent on the Medical Alarm page of the website. nbn's general enquiries number is 1800 686 627 (1800 OUR NBN).