

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: 340

NBN Co Limited

Hansard Ref: Written, 27/06/2017

Topic: Consultant fees

Senator Urquhart, Anne asked:

1. How many consultant engagements has NBN entered into in FY16-17 to date on matters relating to customer experience and customer service?
2. What was the total spend on these engagements?

Answer:

1. nbn takes customer experience extremely seriously and has made this a key priority for the business. As at 29 June 2017, consultant engagements have been entered into relating to the following elements of customer experience and service:
 - Customer experience improvement across a range of activities.
 - Improve the connect experience.
 - Training for Service Delivery Partners to deliver a consistent experience.
 - Measurement of performance across work streams.
 - Alignment of incentives for workforce with customer experience.
2. Total spend is \$2.6m.