

Media Release

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Location of NBN Co National Operations and Test Facility announced

Melbourne will be the site of the National Operations and Test Facility for NBN Co Limited, the company established to deliver the National Broadband Network.

From this building NBN Co will monitor and manage the NBN network and facilities, order service connections and fault repairs, and allow telecommunications companies using the network to test their services before rollout.

Chief Executive Officer, Mike Quigley, today said up to 425 people would be employed at the facility when fully operational, but that the flow-on employment benefits would be felt nationally.

“NBN Co is adopting a management model for the installation of services and fault repairs, so we will be contracting work throughout Australia to suitably qualified and accredited companies, coordinated from this centre,” Mr Quigley said.

“This facility will be the centrepiece of our network and the key interface with our customers, the retail service providers, who will be using our network to provide high-speed services to their business and residential customers across Australia.”

NBNCo has secured approximately 4000m² of office space right in Melbourne’s innovation heartland – the Digital Harbour development – for the fit-out of its state-of-the-art operations centre and testing facilities. NBN Co will soon be issuing a tender for this work.

To be installed over four floors of the Innovation Building in the Docklands area, the site will house:

- The Network and Services Operations Centre (NSOC)
- Service Activation Centre; and
- National Test Facility.

Staff working from the facility will also be responsible for operations strategy and support, coordination of field operations, operation and management of the National Testing Facility and the development of the network’s operational and business support systems.

“We will build a network that operates with automated systems and transparent processes for service activation and fault repair,” Mr Quigley said.

He said the National Test Facility would provide a full multi-vendor, end-to-end test environment where new services could be proved before they are used in the live network.

“Retail service providers will need to test their services prior to integration with the network, and the new centre will provide a facility where they can access a simulated live network environment,” Mr Quigley said.

The Melbourne facility is scheduled to be up and running early next year before the operation of commercial services in NBN Co’s first release sites.

NBN Co also has offices in Canberra and Hobart, and recently relocated from temporary accommodation in North Sydney to three floors in Arthur St, North Sydney. NBN Co’s Engineering and Operations groups and associated staff are also located at 360 Elizabeth Street, Melbourne, where NBN Co plans to accommodate up to 290 staff.

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