

**Broadbanding
Australia**



Media Release

NBN Co announces the launch of new call centre

28 April 2011

NBN Co has contracted Australian telecommunications service provider, Service Stream, to operate its public contact centre in Melbourne's CBD.

NBN Co General Manager of External Affairs, Trent Williams, today said eight companies applied for the tender won by Service Stream (ASX: SSM) following a six-month tender process.

Initially, the call centre will be staffed by around a dozen people. Staffing levels are expected to grow substantially over the following 12 months as the company prepares for the rollout of its fibre network across Australia.

According to Mr Williams, "The new contact centre will become the management centre for all inbound calls and queries about the National Broadband Network. We know that people have a lot of questions about the NBN and this is just one of the avenues we will be using to communicate with the public.

"NBN Co, as a wholesale network provider, will not be selling services directly to the public, but there is a growing interest in the rollout, how the technology operates and what it will mean for homes and businesses right across the country. We expect this will increase as the rollout widens to more areas. The call centre will help address the community's information needs," Mr Williams said.

NBN Co has almost completed the rollout of the fibre network to its five First Release locations in mainland Australia. Three Pre-Release sites in Tasmania have been operational for nearly 12 months.

Service Stream's Managing Director Graeme Sumner said: "Service Stream is delighted to be working in partnership with NBN Co. We see this as an exciting new venture and a welcome addition to our current portfolio of services".

Service Stream already run call centres on behalf of the Australian Communications and Media Authority's 'Do Not Call Register' as well as the 'Digital Ready Hotline' for the DBCDE, among others.

The NBN Co contact centre number is: **Freecall: 1800 881 816**

MEDIA INQUIRIES: **Scott Rhodie**
Mobile 0431 990 313

ABOUT NBN Co

NBN Co is an Australian government-owned business enterprise formed in mid-2009 to design, build and operate the NBN. The NBN will enable high-speed broadband to be delivered to all Australian households and businesses through a combination of fibre to the premise, wireless and satellite. NBN Co is operating a wholesale-only, open-access network, and making its wholesale services available to retail service providers on non-discriminatory terms. The total projected capital cost of the 9.5-year construction project is AUD\$36 billion.