

Media Release



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Gold Coast contact centre puts Australians in touch with the NBN

The official opening of NBN Co's National Contact Centre is just the start of the wider benefits the National Broadband Network will bring to the Gold Coast, NBN Co's Chief Executive Officer Mike Quigley said today.

Australia's most populous non-capital region is also set to become one of the first places in Australia to experience super-fast broadband. Construction of the fibre optic broadband network is scheduled to commence on the Gold Coast in stages from early next year, when design work will begin around Ashmore (including Benowa, Highland Park, Molendinar, Nerang, and Worongary).

Mr Quigley officially opened the NBN Contact Centre at Varsity Lakes this morning, accompanied by Gold Coast Mayor Councillor Tom Tate and other local leaders, and met the first 22 employees at the facility that is forecast to eventually house more than 100 workers.

"The NBN's National Contact Centre, which has been up and running since July this year, has been set up to deal with a very large number of queries from all over Australia as one of the country's largest ever national infrastructure projects ramps up," Mr Quigley said.

"The contact centre already handles over 8,000 inbound and outbound calls, emails, letters and web enquiries about the NBN each month.

"The Gold Coast facility is already playing a crucial role in helping householders and business owners to connect to the NBN.

"People want to know when the NBN is coming to their area, what technology they'll be supplied with and how they stand to benefit from high-speed broadband."

The contact centre also proactively calls consumers for their feedback on the NBN installation process and ways NBN Co can improve the customer experience.

According to Mr Quigley, in addition to Ashmore and surrounding suburbs, work is planned to commence in Southport, Main Beach and Labrador (from late 2013 – early 2014), Broadbeach, Broadbeach Waters, Clear Island Waters, Mermaid Beach, Mermaid Waters, Miami (from mid 2014) and Surfers Paradise and Bundall (from mid 2015).

"The NBN is not just about faster internet. It's a vital upgrade to Australia's telecommunications infrastructure. It will have an enormous impact on the way we live and work. It is also a great step forward in preparing the Gold Coast for the future and will help address some of the biggest challenges we face in healthcare, education and business," Mr Quigley said.

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