



## nbn co 2019 regional wrap

A lot has happened over the past 12 months at **NBN Co**, so I thought that I would take this opportunity to provide a short list of just some of the things we have achieved by working together to provide better communications to regional, rural and remote Australia. So what exactly did we achieve in 2019 for regional Australians?

- Early in the year, our team was focused on keeping people in regional, rural and remote Australia connected during the big wet. Not only were we there for the event, but we worked hard to restore services to people during the recovery.
- We kicked off wholesale discount bundles for business over the fixed line **nbn™** broadband access network that offer service providers a combination of access to high speeds, committed bandwidth and premium service levels at a discounted wholesale charge.
- We launched Sky Muster™ Plus, providing access to fast and accessible broadband services with the additional benefit of unmetered data for activities like web browsing (static images and text only), select emailing and PC and Smartphone operating system software updates, subject to certain exclusions.
- We also launched the business **nbn™** Satellite Service, a business-grade wholesale satellite service that will help meet the increasing needs of Australian businesses, enterprise and government users in regional and remote areas, or businesses that have employees in hard to reach areas.
- In October 2019 we announced the formation of Regional Development and Engagement, a new business unit solely focused on meeting customer needs and raising the digital capability of regional and remote communities across Australia.
- We completed the build of our Network on Wheels, **nbn™** network infrastructure built on towable trailers that can replace damaged or at-risk equipment while permanent repairs are completed. This was deployed to Mid North Coast New South Wales in November 2019 to keep services on line and will be used in future natural disasters also.
- Last month we announced plans to work with industry to assist Australian small businesses to unleash the growth potential that the take up of technology can provide by teaming up with industry bodies such as the Council of Small Business Organisations Australia, Australian Information Industry Association and the Australian Chamber of Commerce and Industry to identify opportunities to engage with small businesses and provide information to help to improve their digital capability.

Many of these initiatives would not have been realised without the help of the Regional, Rural and Remote Communications Coalition, so I would like to take the opportunity to thank the Coalition for their hard work.

In other news, **NBN Co** offices will close on midday 24 December 2019 and reopen on Thursday 2<sup>nd</sup> January 2020. The **nbn™** contact centre will continue to operate throughout the Christmas holiday period and can be reached on **1800 687 626**.

**Kylie Lindsay**  
**nbn™ local National Regional Stakeholder Relations Manager**