



## NBN Co Stakeholder Charter

**NBN Co**

### NBN Co

NBN Co was established on 9 April 2009 to implement the Australian Government's policy initiative of providing a National Broadband Network. NBN Co is a Government Business Enterprise (GBE) and its objectives are outlined in the Government's Statement of Expectations released on 20 December 2010.<sup>1</sup>

NBN Co's goals are simple – to deliver Australia's first national wholesale-only, open access broadband network to all Australians, regardless of where they live.

By way of background, NBN Co's Statement of Corporate Intent sets out its:

1. Mission statement
2. Objectives
3. Corporate vision
4. Values and ethics
5. Statement of accountability

The Statement of Corporate Intent is available at:

<http://www.nbnco.com.au/assets/documents/statement-of-corporate-intent-2012-15.pdf>.

For more information about NBN Co, see: <http://www.nbnco.com.au/about-us/index.html>.

### NBN Co's commitment to stakeholders

NBN Co has a wide range of stakeholders it engages with in order for it to meet its objectives. These stakeholders include (but are not limited to): Government (local, state and federal), retail and wholesale service providers, local communities, industry and peak bodies, vendors and construction contractors.

#### All stakeholders

In respect of its engagement with its key stakeholders, NBN Co operates in an open and transparent manner to achieve its goals. As such, NBN Co will endeavour to be:

- **Proactive and timely engagement of stakeholders:** early engagement to enable appropriate issues and opportunities to be identified so that they can be addressed, incorporated and resolved.
- **Responsiveness to stakeholders:** a key focus is to ensure issues and concerns raised by stakeholders are addressed in a timely and efficient manner.
- **Delivering and honouring commitments:** NBN Co will keep good faith and build trust with its stakeholders by delivering and honouring commitments made.

<sup>1</sup> *NBN Rollout: Statement of Expectations*, Joint Media Release, The Hon Julia Gillard MP – Prime Minister, the Hon Wayne Swan MP – Deputy Prime Minister and Treasurer, Senator The Hon Penny Wong – Minister for Finance and Deregulation, Senator the Hon Stephen Conroy – Minister for Broadband, Communications and the Digital Economy, Deputy Leader of the Government in the Senate, 20 December 2010, [http://www.minister.dbcde.gov.au/media/media\\_releases/2010/121](http://www.minister.dbcde.gov.au/media/media_releases/2010/121).

- **Clear and timely provision of information:** all information provided will be easily understood and allow NBN Co's stakeholders a good level of understanding of the project and its benefits.
- **Acknowledgement of stakeholder diversity:** NBN Co recognises that its stakeholders are diverse and represent a wide range of interests and points of view.

### **Retail and wholesale service providers**

NBN Co is committed to discussing its future network plans, policies and products with its retail and wholesale service providers. NBN Co commits to engaging on all relevant facets of its planned activities in product design, operations, technical design and commercial terms with these stakeholders. As such, NBN Co regularly publishes consultation papers, hosts NBN Co industry forums and executes detailed product deep dives with its retail and wholesale service providers.

For more information on NBN Co's engagement with retail and wholesale service providers, see: <http://www.nbnco.com.au/our-network/industry-consultation.html>.

### **Local communities**

NBN Co is committed to proactive engagement with local communities in which the National Broadband Network is being rolled out. Its community engagement activities are designed to ensure that landowners, tenants, businesses, local government and end-users are kept informed of NBN Co's activities and the roll-out process in their local community.

For more information on NBN Co's engagement with local communities, see: <http://www.nbnco.com.au/assets/documents/community-consultation.pdf>.

### **End users**

NBN Co is committed to ensuring that it has a full appreciation of end-users' experience with the National Broadband Network, appreciating that it does not have a direct retail relationship with those end users.

### **Construction contractors**

NBN Co is committed to working collaboratively with its construction contractors and supporting their interactions with local communities and mitigation of any identified risks. NBN Co works closely with its construction contractors to oversee their engagement as the National Broadband Network is being rolled out and will act as a point of escalation in the event of any community/stakeholder dispute.

### **NBN Co's values and ethics**

At NBN Co, values act as a reference point for everything, including dealing with its wide range of stakeholders. NBN Co's people strive to personally and professionally demonstrate the following values in our actions, behaviours and decisions.

- We are safe, disciplined and reliable and meet our commitments
- We engender trust integrity and are known for this
- We are authentic, speak up and involve ourselves and others
- We are collaborative – one team focused on outcomes
- We are flexible to fit our circumstances.

For more information on NBN Co's values, see:  
<http://www.nbnco.com.au/about-us/our-values.html>.

## **Feedback**

NBN Co encourages feedback either through its website or by calling its Solutions Centre on 1800 OUR NBN (1800 687 626). NBN Co will deal with any feedback in a manner that is efficient, effective, complete, fair to all parties, timely, courteous and provides fair and reasonable outcomes

NBN Co also has a comprehensive [Complaints Management Policy](#).