



## Media release

22 September 2014

### Queensland's connected commuters ditch peak hour for digital fast lane

New research shows better broadband will cut road congestion and increase worker flexibility

Queensland workers could cut commute times, earn higher salaries and open doors to new employment and lifestyle opportunities by working from home with faster broadband, according to new research released today.

The "Connected Commuters" report commissioned by NBN Co, the company delivering the National Broadband Network (NBN)\*, reveals one in ten Australians surveyed would work from home more often if they had fast and reliable broadband.\*\*

The findings also show that while three quarters of Australian workers surveyed believe the internet is important or vital to their job, half of those that have worked from home were frustrated with their current home internet connections.

**Stephen Greaves, national transport expert at The University of Sydney's Business School said:**

"Over the next few years we expect to see an increase in the amount of people working from home as Australians overcome their poor connection challenges and gain better access to fast and reliable broadband services through the NBN.

"Frustrated commuters who live in the suburbs and city outskirts stand to benefit most as they have the potential to significantly reduce the hours spent travelling to 'knowledge based' jobs traditionally located in Brisbane CBD. This type of work typically deals in the trade of information rather than physical products or labour, and can be more easily done online from the convenience of our home offices or smart working hubs.

"The flow on effect of this will extend beyond those working from home as less congested roads and public transport systems will mean better travel times for all."

**Ryan Williams, NBN Co spokesperson said:**

"The NBN will open up new ways of working to suit our increasingly demanding lifestyles, and allow for greater flexibility and a better work/life balance.

"We're already seeing evidence that people living in NBN-connected areas are replacing their unpredictable commute by using fast and reliable broadband services to work from home. For example, there are a number of small businesses and office workers making significant savings on travel and toll

costs as they can connect with colleagues and clients around the world from the comfort of their work space.”\*\*

### **NBN rollout in Queensland:**

Services over the NBN are scheduled to progressively replace most existing home and business phones, ADSL internet and Telstra cable internet services in parts of Aspley this week. Parts of Toowoomba, Cairns, and Mackay will follow early 2015.\*\*\*

This continues the momentum of the NBN rollout around Queensland with more than 52,400 homes and businesses already connected to the network. NBN Co also announced last week that build preparation works and construction are underway to bring the NBN to 140,000 premises across the state. The NBN will be available to every home and business in Australia by 2020.

### **NBN Co’s “Connected Commuters” research report shows:**

- Most Australian workers (full and part time) surveyed can’t imagine working without the internet with 74 per cent declaring that the internet is important or vital to their jobs. For people who have worked from home accessing online content, the importance is even higher with 93 percent claiming the internet is important or vital to their jobs (65 per cent consider it vital).
- However, Aussies surveyed who have worked from home accessing online content are frustrated with the quality of their home internet connections. Half (50 per cent) are frustrated with some aspect of their current home internet service, with many experiencing buffering when watching video and drop outs when making video calls.
- Nearly one third of people surveyed (29 per cent) who already work from home would do so more often if they had a faster, better quality internet connection. More than three quarters (76 per cent) of that group predict a need for faster and better quality internet in the future.
- One third (33 per cent) of Aussies surveyed have worked from home accessing online content. 39 per cent of those have a household income of more than \$75,000 reflecting that “knowledge workers” tend to be more highly paid. More of them live in metropolitan areas (34 per cent versus 30 per cent in regional areas).
- Australians are excited to be able to work from home for the lifestyle and work benefits. Three of the most common benefits found in the survey responses were: spending more time with family/flexibility for parents; cutting the commute and saving on travel time/costs and accessing new jobs and work opportunities.

For more information visit [nbnco.com.au/connectedcommuters](http://nbnco.com.au/connectedcommuters)

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### **Media materials:**

The Connected Commuters report as well as supporting infographic, video, audio, image files can be downloaded from the below link:

[https://www.dropbox.com/sh/3fabezwpn8odlq3/AACbGGuqpQ2\\_eehsFVu9RtX3a?dl=0](https://www.dropbox.com/sh/3fabezwpn8odlq3/AACbGGuqpQ2_eehsFVu9RtX3a?dl=0)

## Notes to editors:

\* The "Connected Commuters" report was commissioned by NBN Co and conducted by Evolve Research in June 2014 and included responses from 4,098 Australian internet users which were based to 1,480 full time and part-time workers from all over Australia.

\*\* Your experience including the speeds actually achieved over the NBN depends on the technology over which services are delivered to your premises and some factors outside our control like your equipment quality, software, broadband plans and how your service provider designs its network. Your ability to work from home depends on external factors like your work's IT policy and infrastructure.

\*\*\* The NBN is replacing most landline networks for phone and internet services, including copper and the majority of HFC networks, within its fixed line footprint with a mix of technologies. Services provided over existing fibre networks (including in-building, health and education networks) and some special and business services may not be affected. To find out if your services will be affected, please contact your current phone or internet provider. For more information, visit [www.nbnco.com.au/switchoff](http://www.nbnco.com.au/switchoff) or call 1800 687 626.

- More than 52,400 premises are already connected to the NBN with residents and business owners in parts of the following Queensland regions able to order a service including;

Region	Suburb
Far North Queensland	Cairns
Northern Queensland	Townsville, MacKay
Greater Brisbane	Petrie, Ipswich, Bridgeman Downs, Aspley, Zillmere, Nundah, Northgate, Kallangur, Goodna
Southern Queensland	Toowoomba
Central Queensland	Rockhampton (surrounds)

- Build preparation and construction are currently underway to build the NBN for an additional 140,000 homes and businesses in parts of the following QLD regions including;

Region	Suburb
Greater Brisbane	Acacia Ridge, Calamvale, Algester, Murrumba Downs, Kallangur
Far North Queensland	Manoora, Whitfield, Edge Hill, Atherton (surrounds), Manunda, Cairns North, Millstream
Southern Queensland	Toowoomba, Middle Ridge, Kearneys Spring, Boonah (surrounds), Hoya, Kearneys Springs, Darling Heights, Esk, Brooloo, Kidaman Creek, Glen Aplin, Mount Tully, Scenic Rim (surrounds)
Northern Queensland	Inkerman, Racecourse, West Mackay, Ooralea
Sunshine Coast	Hunchy, Cooloolabin, Pomona (surrounds), Stanthorpe
Wide Bay-Burnett	Biggenden