

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Ms Martin

to Minister for Tourism

Northern Territory Visitor Information Line – Phone Centre

1. Does the Northern Territory Tourist Commission monitor the phone centre network which is attached to the Northern Territory Visitor Information Line.
2. If so, What is –
 - (a) the average length of time for a response to a call;
 - (b) how long are people kept waiting in the telephone queue before being answered; and
 - (c) what is the hang up rate.

ANSWER