

Headline:

NBN would not commission my HFC connection, because of the 'installation freeze' in early 2021 due to lack of components. However, I already had all the equipment required, at the installation address. No additional components or equipment was required, they just needed to turn up!

It took 4 months to get connected, for no good reason.

Background:

Just prior to moving to a new premises, I placed my order for internet on 28 January 2021, ~before~ the cut-off date for new HFC installations.

We moved on 8th February, and noted that all the NBN equipment was already in place, and physically connected. It just needed commissioning by NBN.

When there was no progress in mid-February, I contacted the Internet Service Provider (AGL) to find out the hold-up. After multiple conversations, AGL told me they were waiting for NBN to schedule a technician.

Thereafter, about every two weeks I contacted AGL to find out when the technician would arrive. On each occasion, I was told that they were trying to get a response from NBN.

Eventually, on about 20th May, the NBN technician turned up and, looking at the equipment, said "Why didn't you get this done earlier?".

Key points:

- There is no way for the end-user to discuss issues directly with NBN.
- The ISPs either can't, or don't want to, escalate issues with NBN.