

[REDACTED]

20 April 2020

[REDACTED]
CEO NBN
41/360 Elizabeth St
Melbourne VIC 3000

Dear Sir

**RE: CRITICAL CLASS ACTION ENQUIRY – ON BEHALF OF ALL RESIDENTS OF:
OKEEFE ROAD, ANNANGROVE NSW 2156**

Although OKeefe Road, Annangrove NSW 2156 is located within the Sydney Metropolitan area, it does not have any mobile reception whatsoever. Residents rely on an outdated, antiquated ADSL service for any chance of internet/mobile coverage. Part of the suburb has had NBN for several years, leaving the remainder with a substandard ADSL service. Telstra seems unable and unwilling to maintain the degraded infrastructure to reliably service OKeefe Road. Weeks can pass where **you cannot call any emergency service** from your property if needed, there is no reception – this is real.

There is no evidence as to **WHAT and WHEN** any NBN style service will be delivered to service OKeefe Road, Annangrove. We acknowledge NBN's statement that the Australia-wide NBN rollout will be completed by the end of 2020 but we have still heard nothing in relation to our street, and with the current economic crisis, the completion, in our view now seems unlikely.

OKeefe Road, Annangrove seeks the following outcomes:

- Fast tracked rollout of the NBN - probably fixed wireless but possibly satellite could be used as a temporary service.
- Access to a mobile phone service comparable with other residents in the Sydney Metropolitan area.
- Advice as to time frames for implementation of 4G/5G networks - we understand carriers are looking to turn off their 3G networks in the near future.

A recent survey of the entire street, undertaken by the resident at number 25, is scathing of the same, frequent and worsening, abysmal telecommunications nonsense we have put up with on a daily basis for many years. **This is now both a critical and dangerous situation.**

Recent **bushfires** (blackouts) left the street without access to safety warnings. The street is on Blue Gum Bush Reserve. **Covid 19** has completely isolated residents who have consistently had no reliable internet/mobile coverage since and including Easter. In a nutshell (but not conclusively) residents are struggling to run businesses, including on-line meetings, educate children, supply education to students, respond to medical and emergency situations – the list is endless.

Poor quality landlines are repaired within 7 days to more than 3 weeks - this means no landline, no internet, no mobile coverage. A dangerous and unacceptable situation in the Sydney Metropolitan Area.

Survey Summary – (I can forward you individual surveys to an email address)

- 100% of residents are not satisfied with the reliability of their **current internet** ADSL – frequent dropouts, snail speed, inability to stream/upload and just not available.
- 100% of residents are not satisfied with the reliability of their **current mobile service** – basically no service unless “wifi calling” through the poor quality ADSL internet.
- 100% residents are not satisfied with the **ADSL speed** of the internet, **generally 1MB/S to 4ish occassionally. 1MB/s is less than a dial up modem (in 1999).**
- 80% Require internet for **business** or working from home (20% retired).
- 70% Additionally require internet for **school/study** (30% no kids at home).
- 100% require internet for **medical/health reasons** – including safety – cannot be advised of warnings for fires through Fires Near Me App, Covoid 19 updates etc, zooming relatives etc.
- 100% have been experiencing **issues**, ranging from the time they have been in residence to **up to 40 years.**
- 70% are **first-responders** requiring the internet as Rural Fire Service volunteers (A Captain, Deputy Captain – additionally primary responder in fire/medical emergency in this area, Doctor, Carers for Elderly Parents, Medical Field – on-call contact for trauma.
- 100% Cannot use both the internet and mobile without **dropouts**

Currently the most effective way to activate Telstra to temporarily repair their infrastructure is through the Telecommunications Industry Ombudsman, who is most helpful. Unfortunately repairs regularly and consistently fail within the week.

This is a diabolical and untenable situation.

Please give advice as to **WHAT and WHEN** an NBN style service will be delivered to service OKeefe Road, Annangrove to ensure we have safe and reliable communication. We are classed as **Sydney Metropolitan** – **MAYBE THIS STREET NEEDS TO HAVE ITS POSTCODE INCLUDED AS REGIONAL/REMOTE TO EXPEDITE AND SECURE OUR COMMUNICATION.**

A timely (within 2 weeks) response is required, so that residents (and other agencies) can be informed of your intentions.

Sincerely

Thirza Teuben

On behalf of all residents in O’Keefe Road Annangrove.

c.c Julian Leeser – MP Federal
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