

[REDACTED]

August 12, 2021

2021 Regional Telecommunications Review Secretariat
Department of Infrastructure, Transport, Regional Development and Communications
GPO Box 594
CANBERRA ACT 2601

Submission on failure of NBN Co to provide services in regional NSW

Att: Hon Luke Hartsuyker, Ms Sue Middleton, Ms Kristy Sparrow, Professor Hugh Bradlow and Mr Michael Cosgrave

Our family moved into our new-build home in Port Macquarie NSW on June 29, 2021.

After hearing from our builder that other homes he'd completed months prior to ours were still waiting for NBN connection, I decided to appoint a local telecommunications firm, Fettell Communications, to handle my connection.

I work as a freelance writer and publicist and asked Fettells to apply in my company name, Marketing & More Pty Ltd, as I thought there may be a more efficient support system for new business connections.

Fettell Communications first applied for connection on April 27, 2021. Since that date there have been numerous 'ghost' appointments promised, but as at today's date (August 12, 2021) still no connection.

Fettells have supplied a PDF outlining all correspondence and missed appointments with the NBN.Co in relation to my property – attached.

[REDACTED]

After going round and round in circles on the NBN website trying to find contact details, I decided to raise the ongoing delay with my federal member Mr Pat Conaghan, MP. I wrote to ask what could be done, not just for my property, but for the HUGE backlog of properties in our area waiting for NBN connection. A staffer brought this review to my attention.

NBN cabling has been in place in my street for well over a year, and the conduit/connection point on the front left corner of my house has been visible and accessible since March.

What is missing is the technician to make the final connection.

My main employer/contractor will not allow anyone to come into the office due to COVID, so I have no choice but to work from home.

I've tried working from the library, but privacy is an issue, and the property has been periodically closed (when public health orders require).

Without internet access at home, I've been forced to 'hot spot' using my mobile phone. Video conference calls often freeze or drop out and my mobile phone battery is gradually 'fading' – I need to recharge it more than once a day, and local IT repairers say the phone will soon need replacing, which will cost around \$1,000. Having lost a large portion of my work as an Arts industry publicist, this will hurt.

For me, not having access to online TV is a first world problem that I can accept, although it was disappointing during the recent Olympic games. For the rest of my family, this has been a significant frustration and cause of ongoing tension and anxiety.

It's hard to believe in 2021 we can be denied access to basic phone and internet services, with no remedy on the horizon.

Please read the pdf attachment so you can appreciate the mismanagement of my order by NBN Co - how local telecommunications staff like those at Fettel's can operate in an environment where SO many lies and missed appointments are served up at them is beyond my comprehension.

Surely something can be done??

Regional Australians shouldn't be treated as second-class citizens, and that's what this feels like.

Please DO something to get this situation fixed. Quickly.

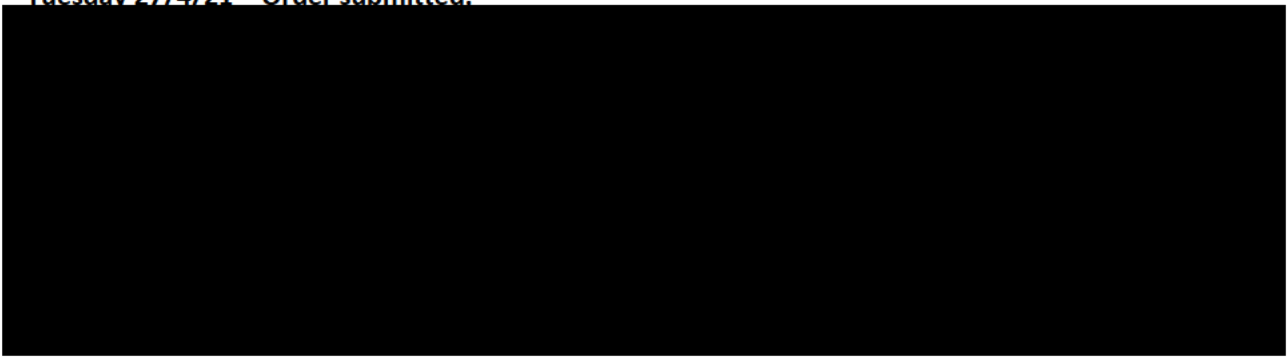
Sincerely,

A handwritten signature in blue ink, appearing to read 'Jan Dennis', is written above a horizontal line.

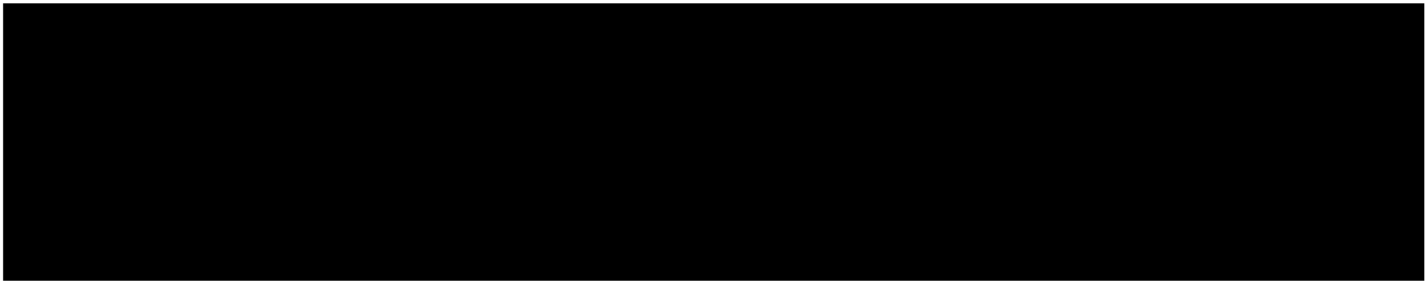
Jan Dennis, on behalf of the Dennis family
and the others in Port Macquarie waiting for NBN connection.

Client: Jan Dennis
Marketing & More.


Tuesday 27/4/21 – Order submitted.

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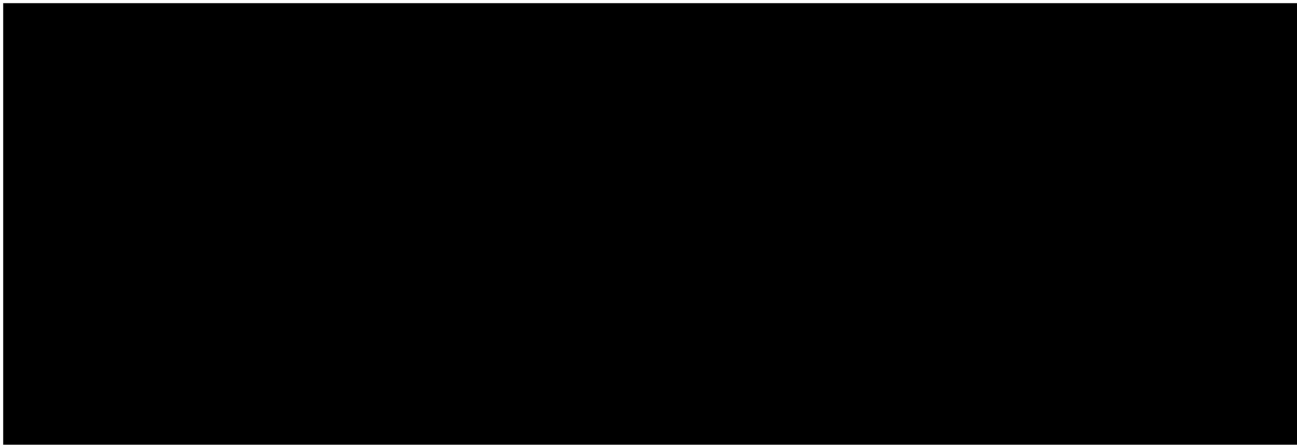
Wednesday 28/4/21 – Capacity Issues, unable to schedule an appointment.

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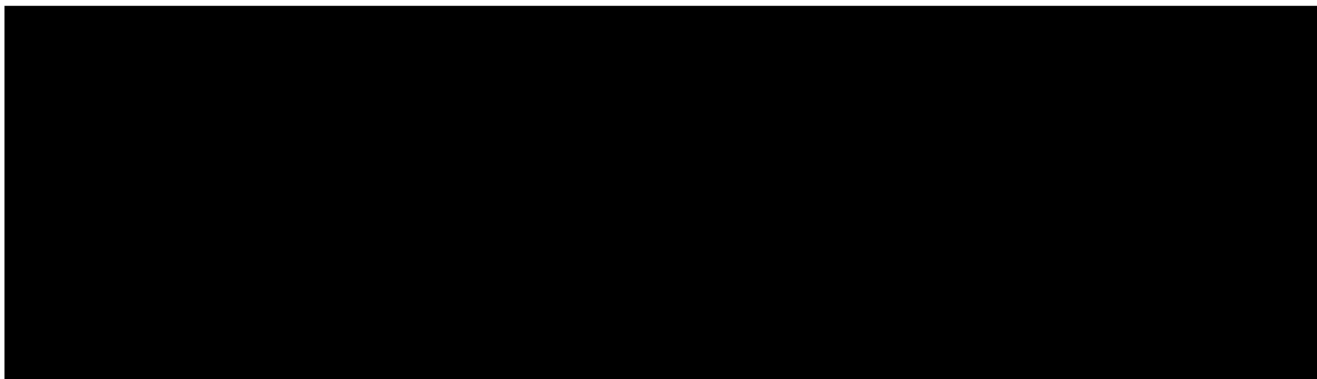
Wednesday 5/5/21 – Capacity constraints.

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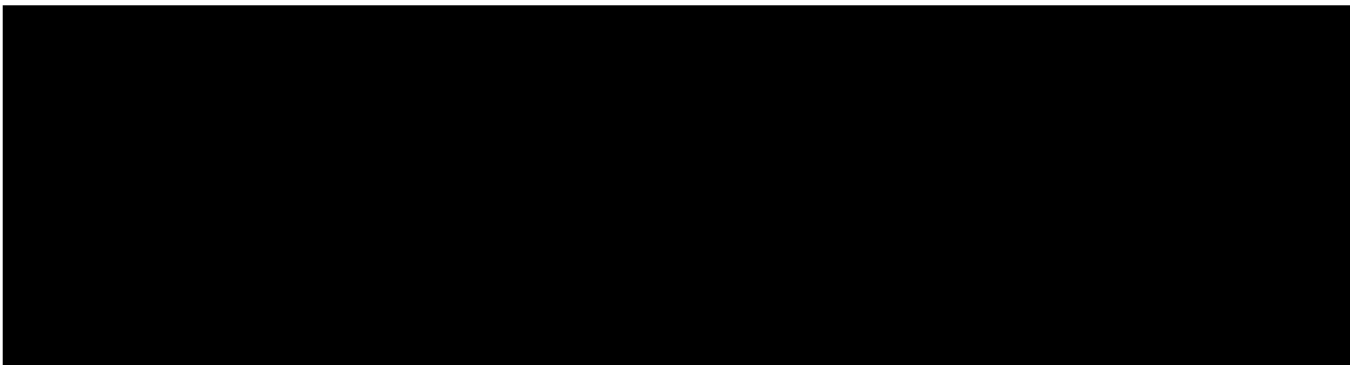
10/5/21 – Implementation of new workforce app encounters issues. Delayed appointments.



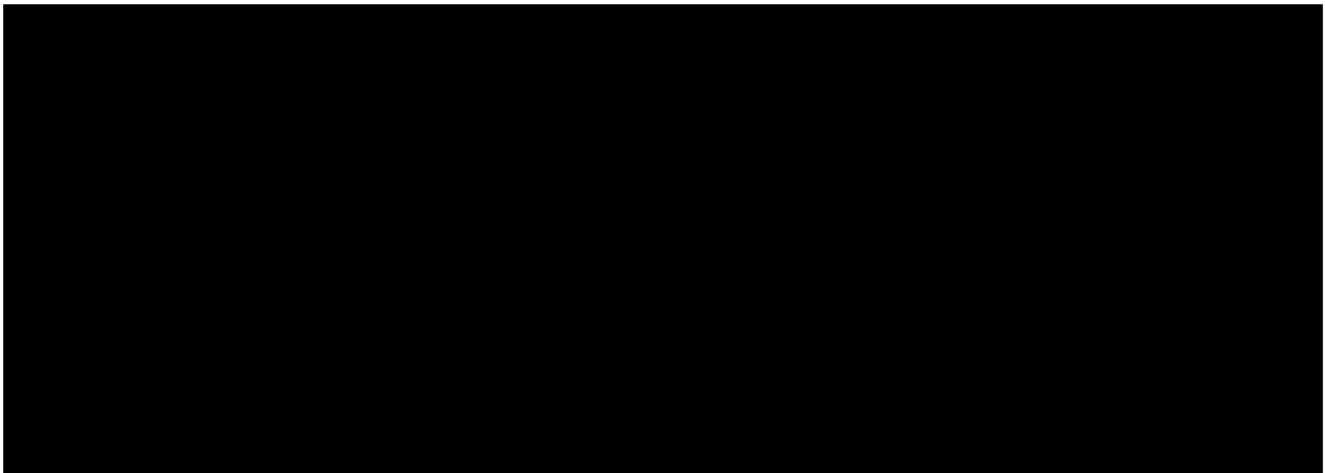
17/5/21 – I request an update on backlog.



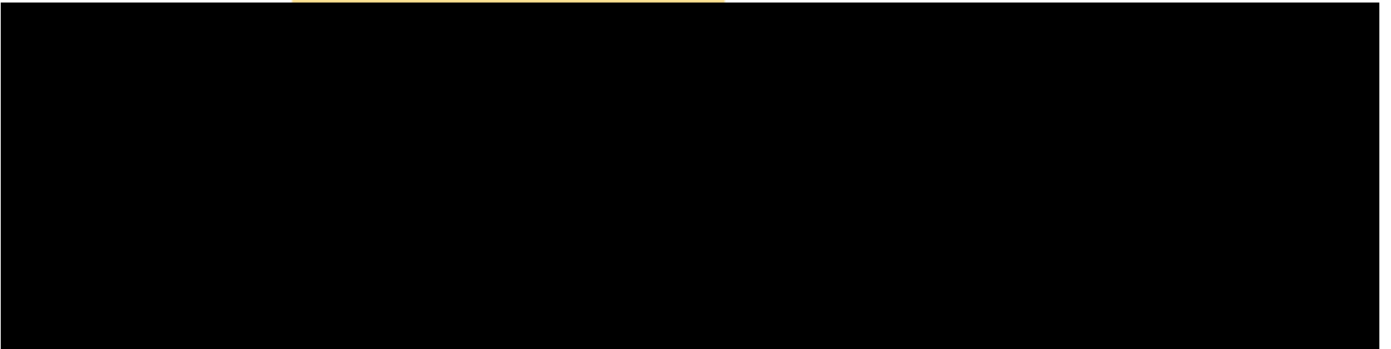
17/5/21 – Network reply to my request for an update.



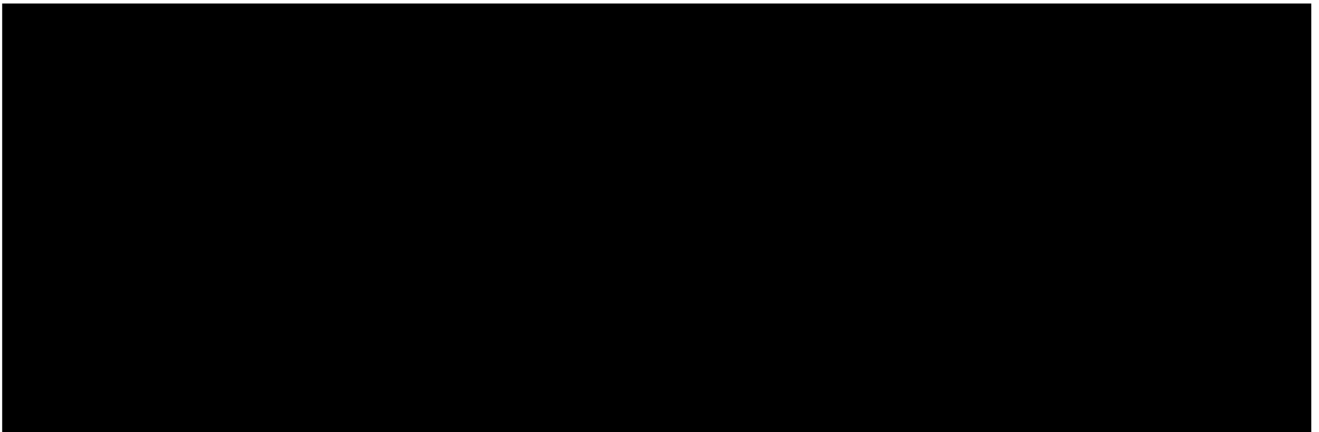
17/5/21 – Further reply to update request.



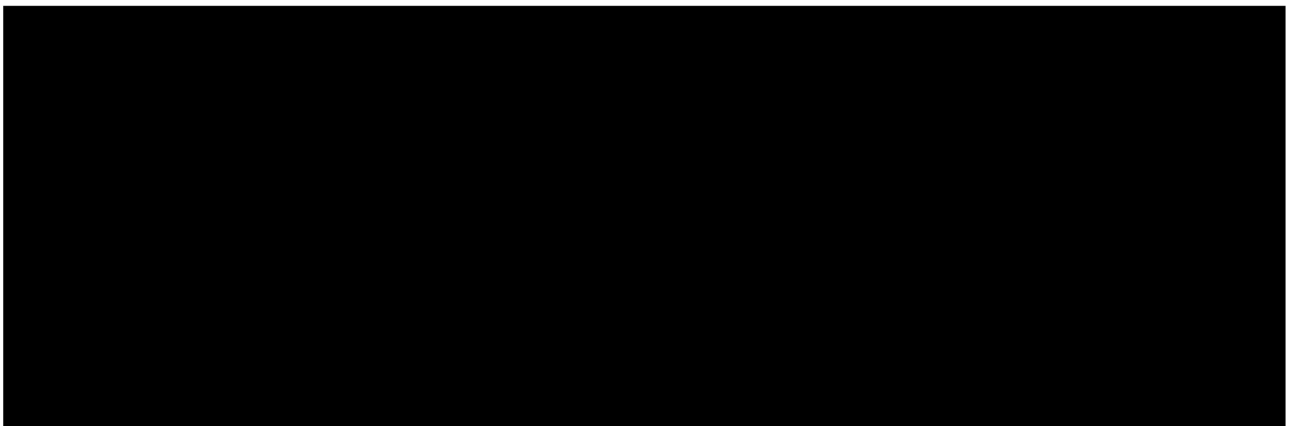
18/5/21 – Order Held.



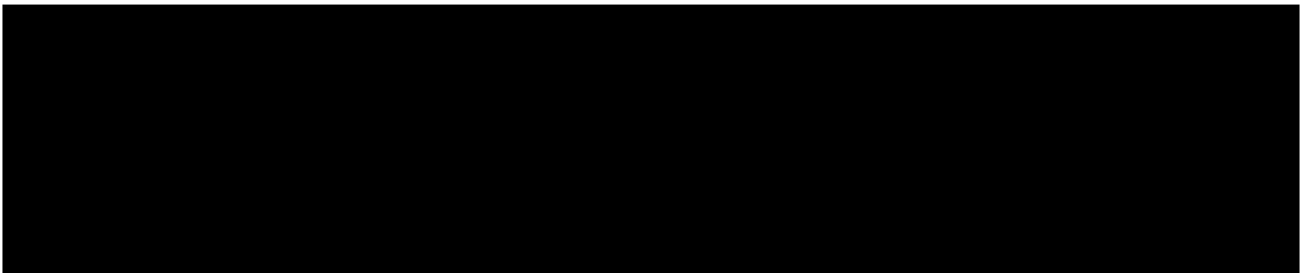
31/5/21 – I request an update.



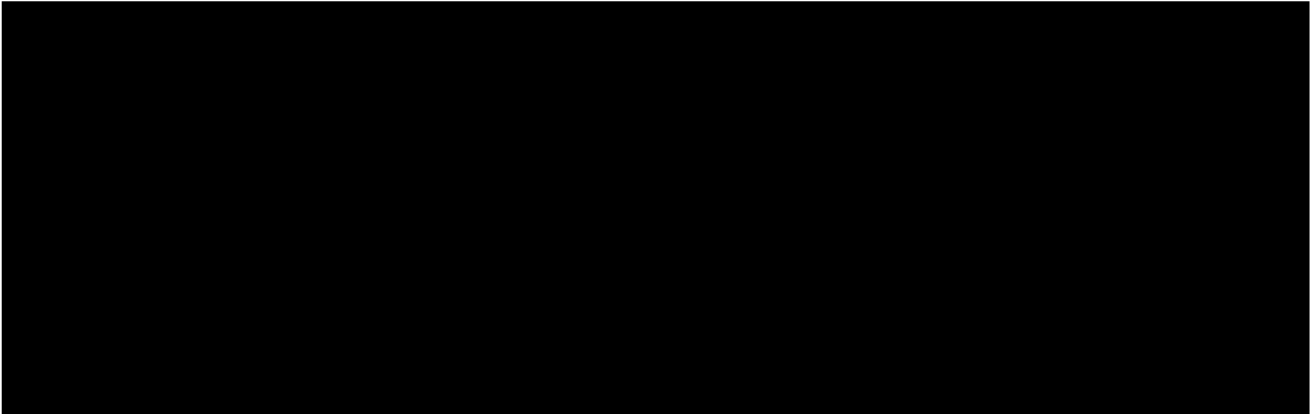
31/5/21 – Appointment is made.



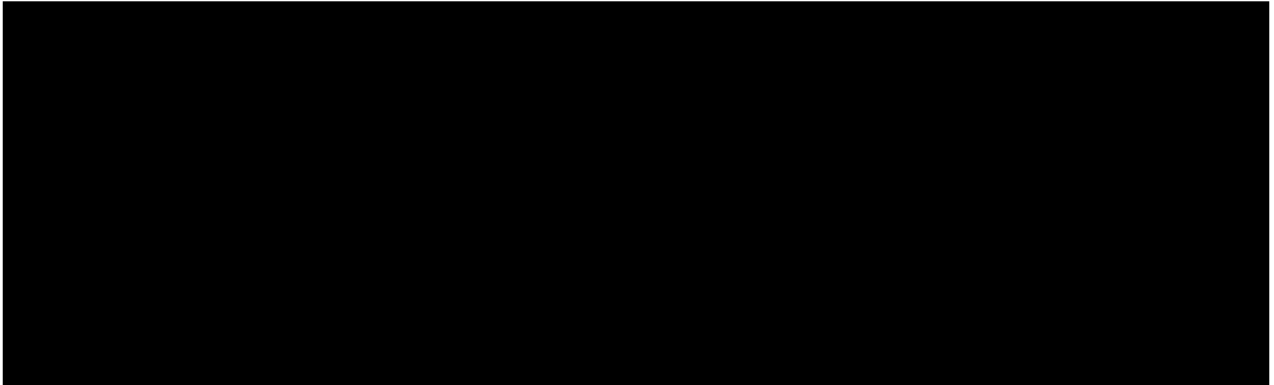
31/5/21 – Confirmation of booked appointment.



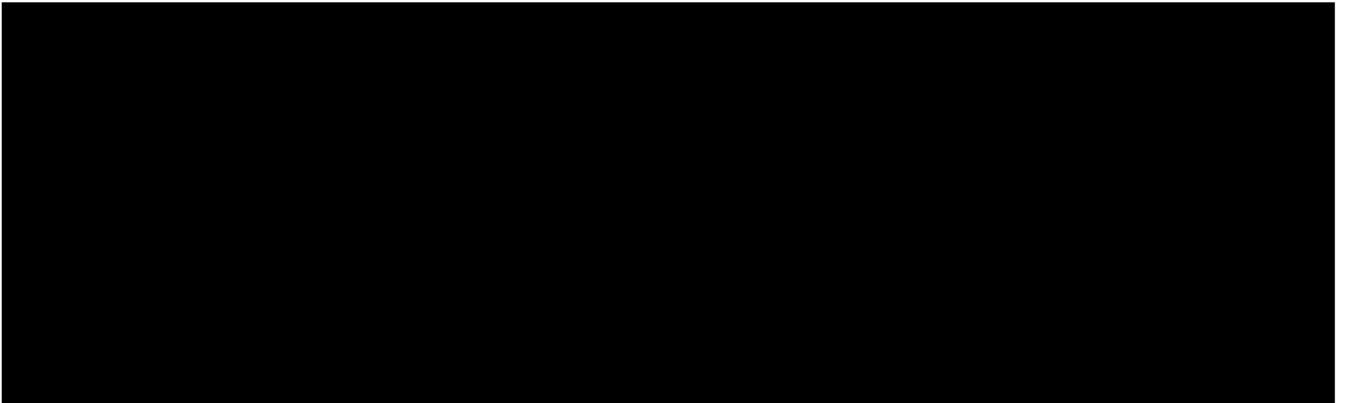
21/6/21- I request for a non-standard allotment of time for install.



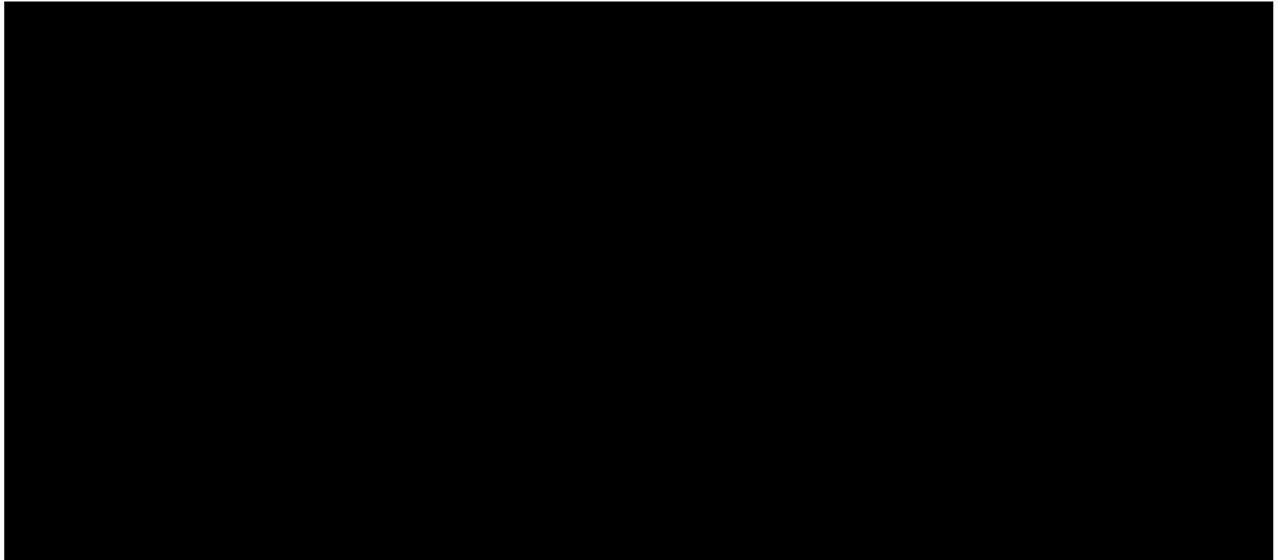
21/6/21 – Reply from Network.



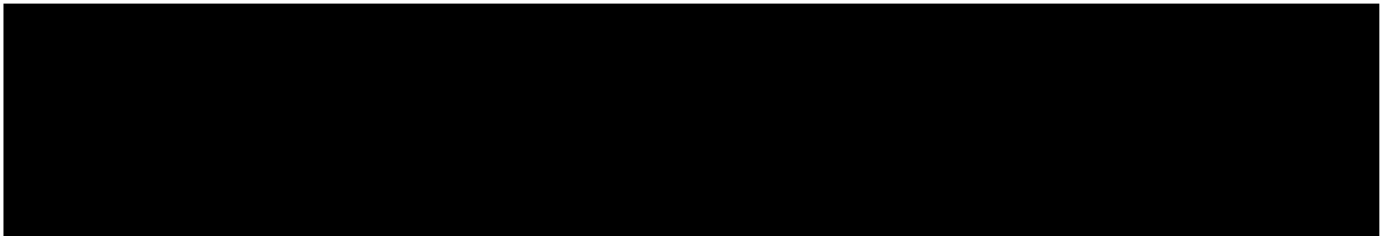
24/6/21 – I request confirmation of pending appointment.



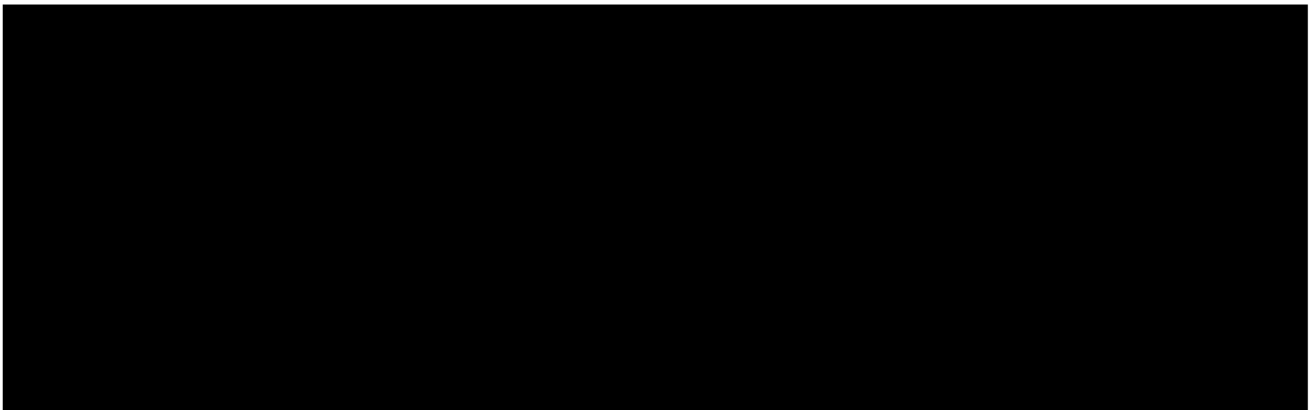
24/6/21 – Network reply.



24/6/21 – Rescheduled appointment due to no-show.

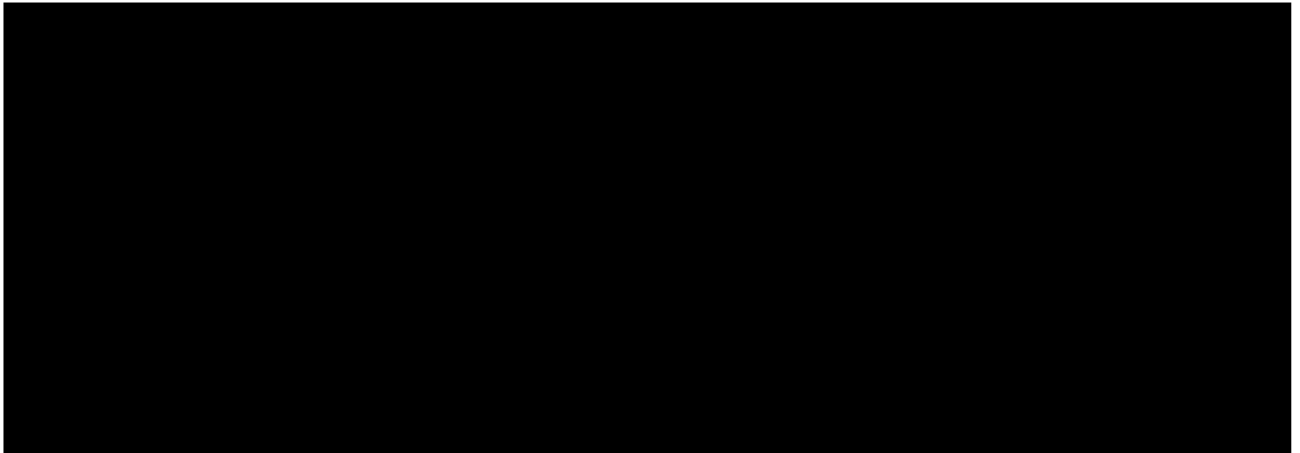


29/6/21 – Appointment brought forward.

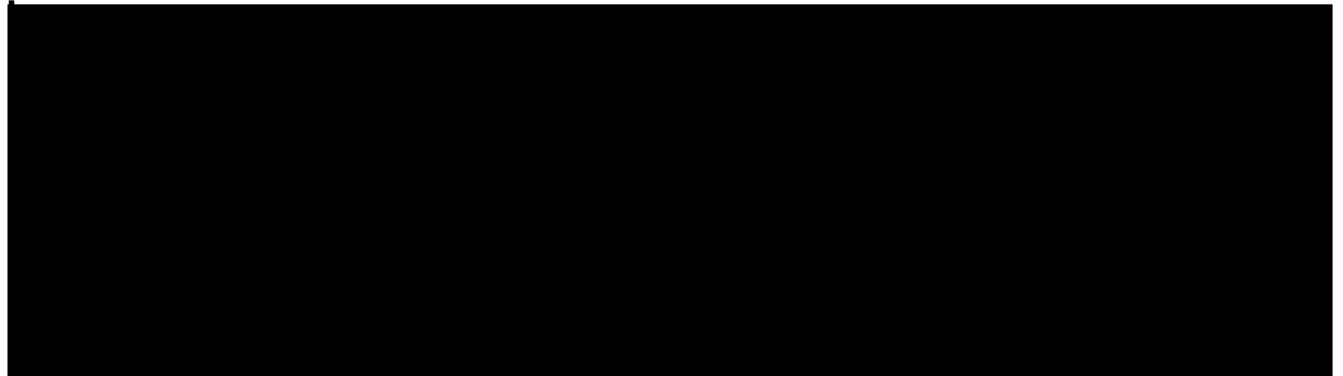


6/7/21 – NBN do not show up again.

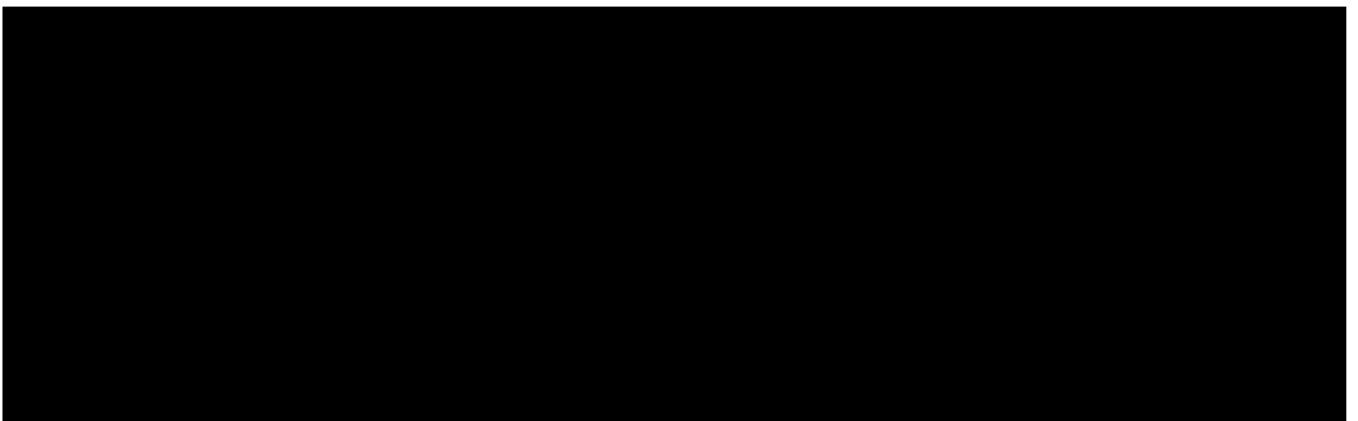
7/7/21 – Appointment pushed back to the 27/7/21



7/7/21 – Correspondence from Jan.



7/7/21 – My response to Jan.

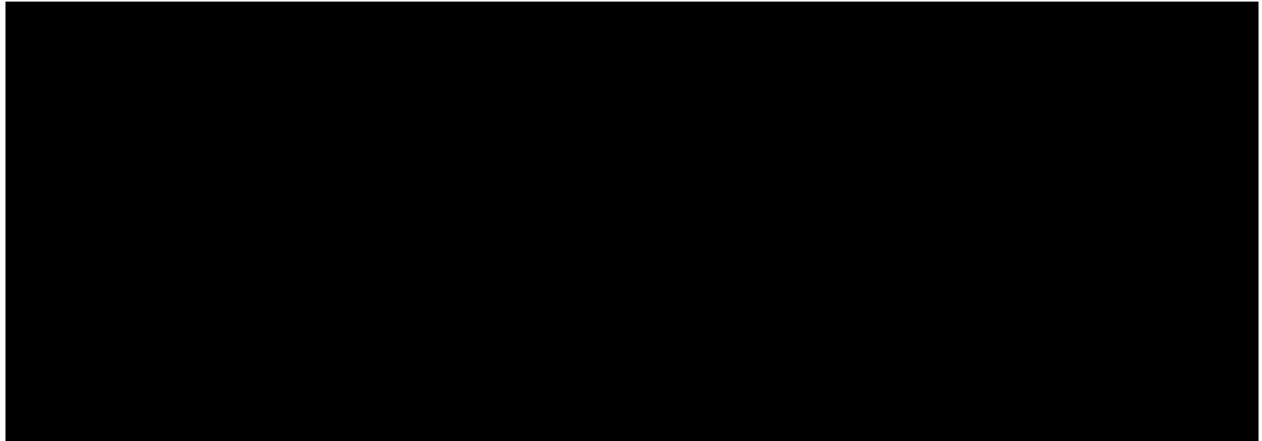


27/7/21 – Another NBN no show.

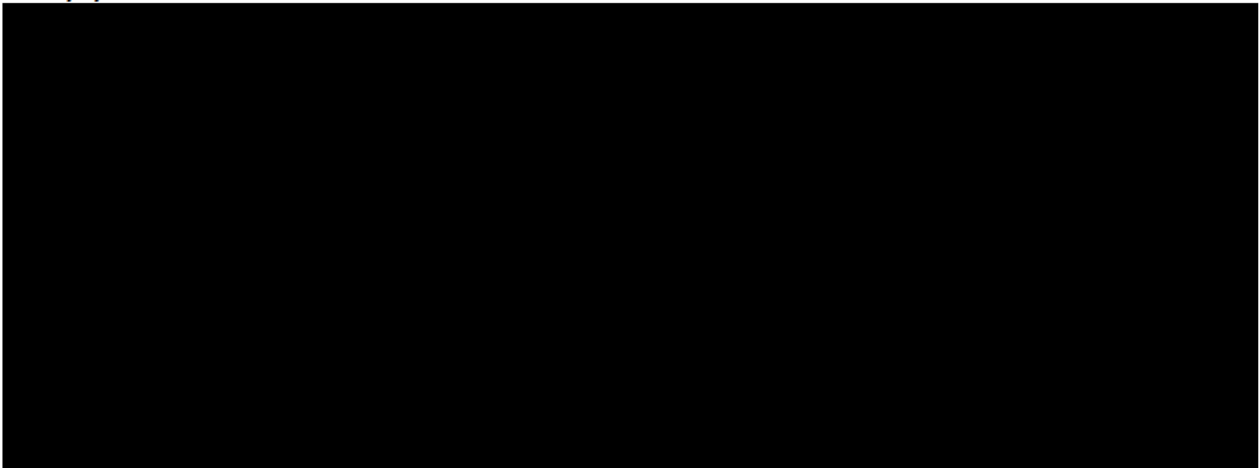
27/7/21 – Rescheduled appointment again.



30/7/21 – Order Held again.



10/8/21 – Order Held.



End of transmission.