

The Berowa electorate in NSW is a semi-rural area located around 40km North West of Sydney CBD. In regards to telecommunications infrastructure, it is one of the most poorly serviced areas within the Sydney metropolitan region.

The Middle Dural area within this electorate suffers quite a number of mobile black spots and still has no NBN service available as at September 2021 despite the NBN being declared fully built and operational in December 2020.

Our experience is that the legacy ADSL services were unreliable despite many visits by Telstra technicians over a period of years. We gave up on using these services and moved to mobile 4G as a primary delivery channel for internet services. This was necessary because even after considerable personal expense to have our home rewired and prove that the issue was in fact within the Telstra network, there was no avenue available to see any sort of remediation works to the legacy infrastructure so that it could actually deliver a reliable and workable service.

Our home has just 1 bar of 4G reception. Other homes have no 4G reception at all. Our family is all working or studying from home with limited speed and data each month. We cannot join zoom video calls or consume digital or cloud services with the limited connectivity available to us. This significantly impacts our ability to participate in everyday workforce activities and undertake tertiary and secondary studies. Over the extended COVID lockdown period, these same limitations impact our ability to have social interactions via digital channels and such interactions are vital for maintaining mental health. This is not about not being able to use a streaming service, which we cannot do either. It is about delivery of a service to homes that provides digital connectivity that is required to sustain everyday activities.

There are whole areas in the Berowa electorate still waiting for an NBN service. The latest forecast date for a NBN service in the area of 2DUR-24 is March 2022. This date has been repeatedly pushed out, and the summary of these promised (and missed) dates is below.

Over the course of the rollout of the NBN, we have seen other Sydney metro suburbs which already had a high speed internet service available via HFC infrastructure overbuilt with NBN. The further FTTN -> FTTP upgrade program announced by NBN is progressing in other Sydney metro suburbs who have had an NBN service for years, yet the 2DUR-24 area remains completely unserved. There seems to be no correlation whatsoever between the need and the prioritisation of the NBN rollout. With the telecommunications issues in the area well known, provision of an NBN service should be both prioritised and expedited.

Telecommunications are critical infrastructure services, which now have equal importance as power and water services. The entities that are responsible to deliver these services (Telstra and NBN) have continued to neglect our area despite repeated representations over a period of years to the most senior levels in these organisations. This is unacceptable and these organisations must deliver on the societal outcomes which is clearly within their mandate and for which there seems to be little to no accountability.

Thank you.

Summary of delivery dates for NBN services to 2DUR-24

Date	2DUR-24 Rollout Status
11th Feb 2020	The NBN rollout map was showing a status of "we are committed to completing the rollout in 2020".
10th Sept 2020	2DUR-24 went into a build commenced status. The published RFS date was 31st Dec 2020. Shortly later the RFS date was changed to Jan-Mar 2021
17th Sept 2020	RFS date pushed to Apr-Jun 2021
November 2020	<p>NBN publishes report to Minister Fletcher is published: https://www.communications.gov.au/sites/default/files/report-on-assessment-methodology-extent-nbn-access-network-built-and-operational.pdf</p> <p>From page 16 talks about the premises which are yet to be RTC, of which 2DUR-24 is part of. It talks about 17,000 sites which had a change in technology from fixed wireless to fixed line services, which also includes 2DUR-24</p> <p>It goes onto say that there will be 35,000 premises outstanding at end of 2020 and that there are projected to be 5200 premises outstanding beyond FY21, of which 4300 are in the Parramatta area.</p> <p>The completion date for 2DUR-24 is therefore confirmed in this public document as 30th June 2021 and it is on this basis that Minister Fletcher declares the NBN "fully built and operational"</p>
March 2021	RFS date adjusted to Jun 2021
17th June 2021	RFS date for 2DUR-24 changed on the Aussie Broadband POI checker from 30th June 2021 to 15th Dec 2021. NBN rollout map still showing from June 2021 *
28th June 2021	<p>The entire 2DUR-24 region is now showing "Service Available" on the NBN rollout map.</p> <p>Every address has a footnote:</p> <p><i>There is more work to do before your premises is ready to connect to the nbn™ access network.</i></p> <p><i>We estimate this work will be completed before the end of Dec 2021. We apologise for the delay. We are also seeking to minimise any possible COVID-19 related disruptions to our equipment supply chain or service operations. Please check this page periodically for further updates.</i></p>
29th June 2021	<p>The NBN rollout map note is changed, and now only shows the following:</p> <p><i>Planned to be available from Jun 2021*</i></p> <p><i>Note: Some premises may require more work before they are ready to connect</i></p>
21 st July 2021	RFS date for 2DUR-24 changed on the Aussie Broadband POI checker from 15th Dec 2021 to 23 rd Jan 2022. NBN rollout map still showing from June 2021 *

<p>22nd July 2021</p>	<p>The NBN rollout map note is changed, and now shows the following:</p> <p><i>There is more work to do before your premises is ready to connect to the nbn™ access network.</i></p> <p><i>We estimate this work will be completed before the end of Jan 2022. We apologise for the delay. We are also seeking to minimise any possible COVID-19 related disruptions to our equipment supply chain or service operations. Please check this page periodically for further updates.</i></p>
<p>4th August 2021</p>	<p>RFS date for 2DUR-24 changed on the Aussie Broadband POI checker from 23rd Jan 2022 to 30th Jan 2022.</p>
<p>17th August 2021</p>	<p>RFS date for 2DUR-24 changed on the Aussie Broadband POI checker from 30th Jan 2022 to 2nd Dec 2021</p> <p>The NBN rollout map note is changed, and now shows the following:</p> <p>There is more work to do before your premises is ready to connect to the nbn™ access network.</p> <p>We estimate this work will be completed before the end of Dec 2021. We apologise for the delay. We are also seeking to minimise any possible COVID-19 related disruptions to our equipment supply chain or service operations. Please check this page periodically for further updates.</p>
<p>25th August 2021</p>	<p>RFS date for 2DUR-24 changed on the Aussie Broadband POI checker from 2nd Dec 2021 to 2nd Mar 2022</p> <p>The NBN rollout map note is changed, and now shows the following:</p> <p>There is more work to do before your premises is ready to connect to the nbn™ access network.</p> <p>We estimate this work will be completed before the end of Mar 2022. We apologise for the delay. We are also seeking to minimise any possible COVID-19 related disruptions to our equipment supply chain or service operations. Please check this page periodically for further updates.</p>