

I have had problems with NBN from the outset. 04/07/2019 NBN people entered my property without my knowledge or permission and installed a conduit containing a wire down an external wall on my home. NBN claimed it was done within their specifications and refused to remove it. A supervisor at NBN has offered to put \$500 towards me paying someone to come and remove the conduit, this still leaves holes in a new wall which cost me \$150000.00.

I have taken days off work and waited at home for NBN and Telstra technicians 13 times between February and August who did not arrive having made appointments with me. This has cost me \$2400 in lost wages and Telstra have offered to pay \$250 to my account plus \$14.52 for one broken appointment as compensation. I have contacted the Telecommunications Ombudsman, they have advised that there is no further recourse. This review is about regional areas, but I live in Sydney, at Mt Colah in the Berowra electorate.

## NBN and Telstra Appointments

Organization	Day	Date	Time	Result
NBN	Thur	04.07.19	0700-1500	NBN installed conduit on my house without my knowledge or authority (I was at work)
Telstra	Mon	01.02.21	0800-1200	No show
Telstra	Thurs	04.02.21	0800-1200	No show
NBN	Mon	03.05.21	0800-1200	No show
NBN	Mon	10.05.21	0800-1200	No show, contact Fed member
NBN	Wed	12.05.21	0800-1200	No show
Telstra	Thur	13.05.21	0800-1200	No show
NBN	Wed	19.05.21	1300	Rang, at my house, I'm in Qld teaching. No apt had been made.
Telstra	Fri	21.05.21	1300	Telstra rang to make apt, still no NBN
NBN	Fri	21.05.21	1400	NBN rang re tomorrow's

				appt. No appt had been made, I was in Qld teaching
NBN	Sat	22.05.21	1300-1700	see note above
Telstra	Tues	25.05.21	1230	Telstra phoned. I was driving. They will ring back at 1600. No return call.
NBN	Thur	10.06.21	0800-1200	Arrived at 1330 to install modem
NBN	Tues	13.07.21	1300-1700	No show, already done
Telstra	Thur	17.06.21	1300-1700	No show
Telstra	Mon	21.06.21	0800-1200	No show
NBN	Wed	23.06.21	0800-1200	No show, already done
Telstra	Mon	28.06.21	0800-1200	Cancelled due to lockdown
TIO	Mon	05.07.21	1315	Phoned TIO
Telstra	Fri	16.07.21	0800-1200	No show
Telstra	Mon	23.08.21	1500	Telstra modem arrived, didn't work
Telstra	Tues	24.08.21	1500	Telstra rang, now working
Telstra	Thur	25.08.21	1130	Telstra rang