

Re my delayed NBN connection in Thornleigh NSW. I am at the back of a freestanding house, there is a couple who live at the front of the house. My residence was classified as a "granny flat". The couple at the front of the house already had NBN connected. When I first contacted NBN to arrange my NBN access they said my address was not on their database despite the fact it was on Telstra Business' database and that they could not give me NBN access until it was on their database. I have worked from home long-term (before COVID) and have been with Telstra Business for a few years.

When I got nowhere with NBN I contacted Telstra Business to get them to help me. It took them three goes to get NBN to add my address to their database (this was early in 2020 just as COVID was in full swing). The cut off date for NBN access to Thornleigh was early October 2020. The whole thing was delayed because of COVID. I had so many delayed activations and cancelled appointments by NBN that I was becoming very concerned that I would not make the cut off date and I would be left without internet access and that I wouldn't be able to work. I contacted Telstra Business about my concerns a few times and they told me they were monitoring the situation. NBN finally connected me roughly 6 weeks before the cut off date – you can imagine the stress that caused me - I was worried I would not be able to work as I work online in a remote log in capacity every day so internet access was critical to me being able to work.

I also have mobile "dead spots" in my house. I have to go outside into the street to be able to make a call on my mobile and the line still drops out from time to time. There's no privacy, any of my neighbours can overhear me making a call on my mobile in the street.