



## Andrew Giles MP

Shadow Minister for Cities and Urban Infrastructure  
Shadow Minister for Multicultural Affairs  
Shadow Minister Assisting for Immigration and Citizenship  
Federal Member for Scullin



*MW LSP*

The Hon Paul Fletcher MP  
Minister for Communications, Cyber Safety and the Arts  
PO Box 6022  
House of Representatives  
Parliament House  
Canberra ACT 2600

20 January 2020

Dear Minister

I write to you on behalf of Scullin constituent [REDACTED] who has contacted me regarding his internet service.

[REDACTED] lives in the Aurora estate in Wollert, in an area that is not serviced by NBN infrastructure but rather another fibre provider, RedTrain Networks. Development Victoria previously owned the fibre to the home network in this area but sold it to RedTrain in October 2017.

I understand that this area has been assigned 'adequately served' status and understand the rationale for preventing unnecessary duplication of fibre networks where existing networks provide the same or similar service.

However, [REDACTED] says that the current fibre infrastructure in his area is of poor quality and fails to meet expectations when compared with areas being serviced by NBN infrastructure. He has changed between the two retail service providers (RSPs) in the area – iiNet and iPrimus – without any change and so suggests that the issue instead relates to the infrastructure itself. [REDACTED] says that RedTrain have also conceded this point.

[REDACTED] advises that during peak evening hours his household is receiving speeds of only 2 megabits per second, in contrast to the 100 megabits per second download speed that forms part of the 'adequately served' criteria. [REDACTED] also says that the two RSPs are charging his family and others in the area "40% more than usual NBN" services in other areas.

██████████ says that he has repeatedly raised his concerns with the Telecommunications Industry Ombudsman but has been unable to receive any assistance from them in this matter.

The experience of ██████████ and many other constituents in the area suggests that the current fibre infrastructure service may be failing to meet the 'adequately served' status.

I ask you to consider investigating whether the current infrastructure network in this area is meeting the 'adequately served' criteria, and whether a fair and quality level of service is being delivered to ██████████ and constituents in the Aurora estate.

Any information or assistance you can provide would be greatly appreciated.

Yours sincerely

A handwritten signature in blue ink, consisting of a stylized 'A' followed by a long horizontal line.

**Andrew Giles MP**