

The Joint Standing Committee

This is a submission regarding the roll out of the National Broadband Network which we in Tungamah call the NATIONAL BROKEN NETWORK.

During the current month our connection to this network has been deprived at the following times due to NBN outages;

DATE	FROM	TO	NOTES
Wednesday, 15 March 2017	8:00:00 AM	3:20:00 PM	No internet - No Phone
Wednesday, 22 March 2017	9:30:00 AM	3:53:00 PM	No Internet - No Phone
Wednesday, 22 March 2017	4:27:00 PM	7:00:00 PM	No Internet - No Phone
Thursday, 23 March 2017	9:07:00 AM	12:10:00 PM	No Internet - No Phone
Thursday, 23 March 2017	5:32:00 PM	6:49:00 PM	No Internet - No Phone
Thursday, 23 March 2017	6:56:00 PM	6:59:00 PM	No Internet - No Phone

These outages have not been caused by our internet service provider but by the random shutdown of our NBN connection supplied and serviced by NBN Co. Calls to our service provider have resulted in even them not knowing that we in fact had no connection at the time and one of my neighbour who is using Telstra as a service provider spent 90 minutes on the phone trying to get an answer from an off shore call centre with no result.

There has consistently been no communication by NBN Co. to service providers of the reasons for the outages and as a result there has been no communication to subscribers by the service providers.

In Tungamah the Telstra copper wire network has been disconnected. It was in a bad state of repair and many of the service pits are made of asbestos so Telstra decided it was too costly to repair and virtually forced the entire town to embrace the NBN network.

This is a catastrophic roll out of a Broken Network that has left the security of an entire town at the mercy of the mobile phone 3G service for which Telstra has the only reception in the town.

Yours Sincerely

Roger Tozer