

My business is Bridgecoast Finance which is an equipment finance broker business that has been arranging loans for small business and mortgage holders for over 30 years on the coast by negotiating cheaper than normal interest rates from banks.

The rollout of the National Broadband Network (NBN) on the NSW Central Coast has been and continues to be nothing short of abysmal. I make no apologies for describing it this way as I have had personal experience of a simple relocation connection from one property to another in the same exchange area from Terrigal to Wamberal.

My own experience started last June 2016 when I relocated house premises with a home office from Terrigal to Wamberal.

[My wife](#) and I have built and moved into a new property at Wamberal. The phone pit out the front on the road had no infrastructure, that is, there was a pit with pipe channelling but no telephone cable only a pull through to do it. Because it is a designated NBN fibre to the node area I began dealing with Telstra/NBN.

The matter began running into many weeks where I didn't receive any satisfaction from either party as to the connection date. I soon discovered that within NBN & Telstra there are too many sections and either one does not know what the other is doing.

Because we are a business that has an office in Gosford as well as home office it is imperative that we became connected as soon as possible.

The difficulty was no one ever responded to our ongoing phone calls and emails.

The only assistance we received from Telstra after virtually begging them was to give us a measly 10gb of data to work from home operated from a Telstra dongle on the mobile network. Needless to say much business was lost because of this slow and cumbersome method of doing business coupled with absolutely no landline.

The real problem however was that our son Blake O'Brien has Behmel Syndrome which carries multiple abnormalities the main one for him being chronic epilepsy. A major seizure can be life threatening. I offered medical history from Blake's local GP & Neurologist but this offer was refused..

To assist NBN in resolving our dilemma in not having a telephone / internet service I extracted a description of my sons disability which is called Behmel Syndrome a rare disease that carries multiple abnormalities and where there are only 250 reported cases in the world. As you will see by way of description below no phone or internet access can be life threatening to our son. Because our son needs constant care we have to operate our business from home hence the need for phone / internet also.

Behmel Syndrome is a distinctive craniofacial features (macrocephaly with coarse face,

macroglossia, hypertelorism, dental malocclusion, palatal abnormalities), supernumerary nipples, congenital heart defects and arrhythmias, vertebral segmental defects, abdominal visceromegaly (renal dysplasia/nephromegaly, splenomegaly and hepatomegaly), diaphragmatic hernia, diastasis recti/umbilical hernia, limb anomalies (polydactyly/brachydactyly of the hands, cutaneous syndactyly, nail hypoplasia), and genital involvement (cryptorchidism, hypospadias). Involvement of central nervous system presents with variable degrees of intellectual disability, motor delay and speech delay. Patients with BS are at increased risk for embryonal tumors, hepatoblastoma, adrenal neuroblastoma, gonadoblastoma, hepatocellular carcinoma). A lethal form Management requires a multidisciplinary approach with pediatric cardiologists, neurologists, orthopedics, and speech therapists. Congenital malformations require surgery. Special attention should be paid to cardiac abnormalities that are responsible for the increased perinatal mortality.

I also had been to the Telecommunications Ombudsman but they never appeared to be concerned with our dilemma simply ringing up every now and then to see if anything had been resolved. I came to the conclusion that not even the Telecommunications Ombudsman could solve any issues because of the thousands of complaints and Telstar / NB being such a disorganised behemoth.

In summary all that was required is for NBN Co to run copper telephone cable from the node in Wamberal to the already constructed pits/pipes then to the houses (already wired) then Telstra connects however it all seemed to be too hard! Even the technicians who came on site were blaming NBN on Telstra & Telstra on NBN. For the delays. I actually ended up knowing more about the connecting than the technicians themselves as I had to show them where everything was i.e. pit, pipes, nodes etc.....one technician actually said to me "I don't know how to do this, I hate my job and I hate Telstra who I work for. I wish they would give me a redundancy." I find the culture within Telstra very bad. Their Business Centre at Tuggerah are a joke,. If you don't; want to buy anything from them they are not interested in you at all. Too much emphasis on sales and not enough on being a customer.

I retain names of people in Billing Teams, Case Managers, Tops Resolution Centres of Excellence, Customer Service Delivery, Head of Customer Service & Contact Centres, Telstra Business Moves Teams, Customer First Champion, Telstra Direct Contact Centre,.....the list goes on!

Despite assurances from all the representatives of the above listed areas of NBN/Telstra no-one every called me back, gave me an update. Emails left with me to recontact them went unanswered or ignored and the whole process had to be re started. There is only one person a Richard Murphy from NBNCo who did assist me in the end howeve.

In January 2017 we finally became operative with an internet connection and landline albeit with the wrong number transferred! . I made application to Telstra for compensation for loss of income having had no internet or phone line . I estimate I lost \$50K in business income, however the forms to be completed and queries raised prompted me to conclude that I will never get paid compensation because of the ridiculous data I would have to produce evidencing the loss of income. In fact it would take me a few weeks to even complete their application with no assurance that I would be compensated.

Finally, during this whole process I did make representation to Senator Deborah O'Neill's local office and that of Federal Member Lucy Wicks. Senator O'Neill took on my situation and worked

on it until it was resolved however I had no assistance from the office of Lucy Wicks except for a couple of phone calls to see if I had resolved the matter. I do however receive numerous newsletters from Lucy Wicks promoting her efforts on the Central Coast but I would have preferred her efforts in resolving my very urgent situation concerning my NBN service more of a priority.

I can be contacted by phone or email if you require any further information.



Laurie O'Brien
Managing Director
Bridgecoast Finance Group Pty Limited
Australian Credit Licence No: 385696
Gosford NSW 2250

www.bridgecoastfinance.com.au
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