

**Submission to The Commonwealth Parliament Joint Standing Committee on the rollout of the
National Broadband Network (NBN)**



Introduction

Name Barry Egan

We have lived at this address for the past 32 years. I was employed by Pacific Power and completed my service in 1998 as a Training Consultant in Work Place Training and Assessment.

From 1998 to 2003 I worked for a private training company in Newcastle NSW.

My qualifications include

- Certificate 1V in Training and Development(CAT2)
- Diploma in Frontline Management
- Bachelor of Teaching in Adult Vocational Education
- Bachelor of Education Adult Education

Experience and views

Please see attached report dealing with Telstra/NBN.

There are five phases in this report. I thought it would all be solved by the end of phase 2.

This was not the case

Issues / Problems

The issues and problems are stated in above report. I believe the main problem is the difficulty in customers interacting with 2 entities who in my experience have very little communication with each other. As outlined in my report over the period from 9/12/15 until now I have spoken to over 97 people some multiple times and had over 100 phone calls to and from Telstra/NBN. Every new person I spoke to I had go over the whole story again. As you can appreciate now in 2017 it was a long story.

Suggested solutions

Streamline the communication process to enable Telstra/NBN to have all the customer's details on file that is accessible to both groups. Over this period, I was dealing with Telstra/NBN staff in Australia and 2 overseas locations.

Have an Australian based NBN team who can sort out difficult problems (there may be one?)

One technician who sorted out one of my many problems had to wait 30 minutes to book off my job before he could move to the next one. Two other technicians fixed another fault but had to call overseas to obtain permission to carry out the work.

Conclusion

I am concerned as a taxpayer about the amount of money, time and resources that has gone into trying to sort out all the issues since switching to NBN.

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We have lived at this address for 32 years and had minimal problems with our service over this period. Switching to NBN was meant to be an improvement but thus far has been very stressful.

I wish the committee all the best in their endeavours.

Kind regards

Barry Egan