

Neil J Keele JP

March 22 2017

Committee Secretary
Joint Standing Committee on the National Broadband Network
nbn.joint@aph.gov.au

Dear Sir / Madam,

Please find attached my experience with the NBN since it was rolled out in my location. My experience is done as a chronology and has been taken from my diary, at times when I became totally frustrated with the unreliable connection and the lengthy times to download, if I had a connection.

This means there were times when I “lived with it” but at times it became far too frustrating. Unfortunately, I set up my work site for fibre to the premises in the early 2000s and so I know what I should be expecting and I am getting nothing like the reliability or speeds and certainly nothing like the speed / service I am paying for at this time.

With a history of many line pair changes annually for a long period of years and with known issues with the copper wire where I live I had expected a service improvement and FTTP but that was never coming.

On many days I simply forget about trying to use the internet if I find it poor when I connect initially. Sometimes it is very annoying because I have to use the internet to access government services like Centrelink and Medicare and MyGov. This is why I do not set up for emessages except for Medicare where one has no choice. So much is expected of the public these days and the internet is the first requirement but if the connection is unreliable and poor then it is not providing a necessary service, making life impossibly frustrating.

I have videos of some of the speeds and download times but have been unable to upload them due to “low bandwidth”, “poor connection” and regular “timeout” messages (after 7 days of trying I gave up!). .

The NBN is a farce as is the response from government. Even the ACCC call for submissions in August 2016 is seen to bear no fruit to this time.

My hope is that maybe someone will take notice and fix the infrastructure issues as well as those associated with the providers who have interesting loopholes that the government allows whereby a nefarious “up to 100MBPS” statement permits any level below that figure to be a legal fulfilling of a contract. Speed should be clearly stated and adhered to by the providers and will assist in stopping providers from under buying of broadband width and then blaming it all on “congestion” of their making. I am sick and tired of having speeds of between 0 and 8 KBPS – YES, KBPS is not an error!

At least one committee member and the chair are aware of the situation in my submission and it is hoped there will be some real action to do something about fixing the entire project to make it a true national infrastructure product to be proud of instead of being ashamed because I know from personal experience Estonia, Romania, Hungary and Chile are some countries putting Australia to shame.

Regards,

Neil Keele

Chronology of my experience with NBN since late June 2016.

Date	Time & issue	Comment
Mar 23 & 24	2000 onwards – Fetch TV constantly dropping out. Can't use phone.	Tried Facetime on internet landline and constant "Poor Connection" & "Reconnecting" messages. "The USUAL story". Sound also dropping in and out as well both nights.
Mar 22 2017	1008 – constant buffering even with webmail and downloading email. 1653 – 1725 – gave up. continuous buffering and no response from website yet someone using same website on phone has no problems – instant access.	
Mar 22 2017	1008 – constant buffering – waiting for email to load in webmail	
Mar 21 2017	2325 – no internet connection; lasts for about 2 – 3 minutes, 2342 – no internet connection; lasts for about 2 – 3 minutes,	
Mar 15 2017	2121; 2135; 2145; 2150 "Bandwidth Low" message on TV screen while trying to watch Fetch TV.	
Mar 13 2017	0943 – no phone line.	
Mar 10 – 15 2017	Every evening from 1700 on unable to load photos & videos to One Drive using internet.	Videos of the internet download speeds and the variance of speeds in 3 videos – 2 around 1m 43s & 1 @3m 42s. Numerous attempts and always failed.
Mar 02 2017	1317 -> telephone call dropping in and out with Mum in hospital. 1333 – telephone call dropped out – had to call chemist back on mobile to sort out parents' Webster Packs. 2037 – telephone call to Dad – comes and goes during the conversation. Using phone instead of iPad.	Very frustrating. Dad stayed online as, from experience, it usually comes and goes during calls
Feb 22 2017	0100 – internet speed slow!	Forget doing anything!
Feb 19 2017	Can't make phone calls – no internet	
Feb 17 2017	Poor internet. Phone calls drop out. No Fetch TV.	
Feb 12 2017	1947 – telephone call dropped out @1951. Can't make calls now.	
Feb 08 2017	2030 – Fetch TV dropping in & out.	
Feb 03 2017	2030 – Internet dropping in & out; can't make phone calls. No Fetch TV.	

	Still the same @ 2138.	
Jan 29 2017	0000 constant buffering when trying to use internet – 5 mins to load a page / time out. Still the same at 0056!	
Jan 27 2017	2030 -> Fetch TV in & out. Can't use Facetime – constant “Poor Connection” and “Reconnecting” messages	This is the last time I recorded this in diary as it occurs almost daily. Time doesn't matter – using iPad or macbook pro!
Jan 24 2017	2000 -> Fetch Tv in & out. All evening.	
Jan 22 2017	1520 – Optus called. Closing fault. NBN complaint on website. Later had a call from Indian call centre.	Note: NBN stated last complaint was Oct 03 2016 – as advised on Mar 20 2017 @ 1419.
Jan 20 2017	Speed tests all over the place – photos on iPhone & computer screen shots.	
Jan 19 2017	1740 – unable to make telephone calls.	
Jan 15 2017	115_ - called Optus frustrated!	
Jan 13 2017	2124 – abysmal internet – Optus said NBN were being advised. Indian call centre	Note Jan 22 2017 comment. Obviously untrue!
Jan 12 2017	2204 – call dropped out. (or disconnected?) 2207 – Optus advised of congestion issues; told to reset router for 5 minutes every week!!	
Jan 10 2017	1715 – no internet / phone connection. Lots of constant buffering 2157 no internet / phone connection. No Fetch TV. 2219 – called Optus re internet. Had to call back @ 2247. Optus will SMS when issue resolved.	What message?
Jan 09 2017	1014 call breakup so bad had to call back on mobile.	Since this date I advise callers of mobile number in case call drops out because it has become so regular.
Jan 08 2017	1057 download almost totally stopped. Suddenly the download is completed in seconds!	
Jan 07 2017	0219 – trying to download software – 211MB will take 13 hours! AND INCREASING! Stopped! 0237 – try again – 6 hours this time! Did fluctuate either side in time.	Optus advised “Bandwidth exhausted” “Working on line”. Engineers aware”. Optus called back on mobile because couldn't call back

	Stopped dead – ZERO speed.	on landline.
Dec 22 2016	0051 – called Optus as internet was dreadful.	
Dec 06 – 07	Tried to download software 175 MB took over 45 minutes to download.	
Nov 29 2016		Tried to call Optus Case Manager @ 1104 – msge left + said I was going back to TIO.
Nov 27 2016	0055 – Fetch tv pixellating & coming & going, can't load speed test web page 0915 – 1300 downloading software – should have been minutes not hours!	1415 rebooted router as wifi not working either.
Nov 21 2016	2014 – Fetch tv not great to watch. Poor picture quality.	
Nov 18 2016	Am – unreliable, buffering & wait for pages to download. The same after 1630. 2030 tried using Facetime on macbook pro – constant “Poor Connections” & “Reconnecting”. 2143 – Fetch tv poor quality again.	This pattern continues almost daily when attempting to use landline internet. Sick of recording.
Nov 15 2016		Contact Optus 1145.
Nov 11 2016	1149	Contact Optus again.
Nov 10 2016	1105	Tried to contact Optus Case Manager – left msge. No response.
Oct 21 2016	1326 – poor line for telephone call	
Oct 13 2016		Contact with Ari from Optus – poor line telephone calls
Oct 05 2016	1658 poor telephone line call	
Oct 01 2016	1615	Call from Optus technical Support.
Sep 30 2016	1751 poor telephone line call	1207 – Optus call
Sep 29 2016	1333 Optus – poor phone line connection. Dropout. Omar called me back on landline & mobile	
Sep 28 2016	All calls today were of poor quality & difficult to understand – dropping in & out, distorted. 0826; 0840; 0907; 1020; 1119.	
Sep 26 2016	2200 WiFi issues – Internet?	Optus suggest using WiFi Analyser as not working properly. Internet? 0940 – 1015 call from Optus – speed tests. Note times & speeds requested.
Sep 23 2016	1745	Optus called. Check router &

		reset.
Sep 21 2016	18__	Optus called
Sep 18 2016	1938 – phone call dropped out. Only one party could hear the other had nothing! VOIP!	
Sep 17 2016	1633	Optus – passed to next level technicians.
Sep 16 2016	0919 – poor line quality on telephone call.	
Sep 12 2016	All calls – poor line quality	
Sep 11 2016	2138 & 2144 – Internet – Facetime – “Poor Connection” and “Reconnecting” messages constantly on both attempts sing macbook pro	
Sep 09 2016	1148 – NBN dropout. 1200 very slow, pages long buffering. 1641 further connection issues	
Sep 07 2016	1115, 1118 First no connection, second superfast connection. Poor phone line btw 1048 & 1140	
Sep 06 2016	1648 – Fetch TV issue – called Optus	
Sep 01 2016	1152 – frustrated with internet connection.	Called Optus
Aug 29 2016	1548 – connection issue & speed	Connection unreliable since last week – was wet.
Aug 16 2016	1948 – unable to stream – “Check with internet provider” message.	
Jul 19 2016	0815 – max home speed is 27MBPS	Optus informed should never have been offered 100MBPS as line cannot go beyond 27MBPS.
		Note: Windows 10 OS on various desktops and laptops; Apple OS on Macbook pro; iPad and iPhone; Google OS on tablet.

To the email Addressee:

Please find attached a letter detailing my recent frustrations with the NBN as supplied to my residence. It does not detail every incidence of an issue as if I did that I would have filled my diary a couple of times over already. Some of the addressees are very aware of the issues in the letter. I will be making a detailed incident report in a submission to the Joint Standing Committee on the National Broadband Network, due at the end of this month (March 2017).

The concerns outlined in the ACCC submission to their inquiry due in August 2016 continue and there have been escalations to the unreliability of the connection.

Frustration abounds as it seems there will never be anything done to improve the connection.

Unfortunately it also impacts on an elderly neighbour, but she accepts and I have tried to contact another elderly friend (over 90) and been told she has had no phone for weeks since being put on the NBN. This is totally unacceptable especially as she spent some time in hospital in 2016 and needs a reliable phone connection (note different providers!).

Hopefully this will be a catalyst for further investigation and, in my dreams, speedy solutions.

Regards,

Neil Keele

Neil J Keele JP

March 13 – 17 2017

To the Addressee,
Dear Sir / Madam,

This letter is about the abysmal and unreliable NBN connection I have had since being connected in June 2016. I have an FTTN connection.

I am paying for “up to 100MBPS” yet I often have no internet connection with Fetch TV giving messages “Check your Internet Connection”, unable to use my telephone because there is no connection and regularly having download speeds as low as 2 - 4 KBPS. I am attaching some of the videos demonstrating clearly that this is a regular occurrence and then suddenly the speed improves for a short period. There are also many still photos over the time period since June 2016 and they can be clearly identified by the time signatures for when they were taken. Unfortunately, having tried for almost a week to download the videos to my Microsoft One Drive I have given up and decided to send the message without the videos because it is impossible to upload them. Two are less than 1 minute 42 seconds and the third is 3 mins 43 seconds.

I have been to the TIO, my local Federal Member and even to other Members of Parliament as well as with my provider, all to no avail. My provider blames “congestion” and that they have “improved the service” on a number of dates including the last being either February 04 or 06 2017 - they gave me both dates in emails and verbal telephone conversations on my mobile service.

The current NBN advertising is misleading and false in my experience and it is so very annoying when I heard yesterday an elderly friend has recently been put onto the NBN - FTTN at Point Clare and she has not had a telephone for a few weeks, so far. You cannot even call her!

The NBN is the biggest **FAIL** in so many areas here on the Central Coast and it is so frustrating, especially when one is on a limited income and paying out exorbitant fees for the provision of a “service” which is definitely NOT happening.

Additionally in my street, I am 4 houses from a pillar and the last time a technician was here, in November 2016, he made a line pair change in the pit out the front of my property and then did the same thing at the pillar, with one problem - the wires kept breaking. He had to make two trips to the pillar to get a working connection at that time. It was a Telstra technician as TELSTRA has the contract to “maintain” the copper wire network.

Unfortunately, I have an elderly neighbour, with a different provider, who experiences the constant buffering and that is when she is paying for a basic package. She is barely 10 metres from the pillar.

Frustration and anger are part of my feelings about the NBN and there is not going to be any speedy solution with the cheap and nasty project as supplied by the current government.

I want something done about this situation and not at my cost, which is precisely what is currently occurring. I want the NBN advertisements stopped until they truthfully tell the NBN story - in some places it is apparently fabulous but here it is an absolute, unmitigated disaster that **MUST** be fixed in the short term.

The inability to upload the videos to my one drive and the constant "Bandwidth Low" messages on the TV yesterday are clearly indicative of the constant issues, over many months and numerous replacements of electronic equipment including routers and phones. Nothing is solving the issue.

Having an agreement on charges with my provider and the TIO I thought things would be fine but that agreement has not been worth the email correspondence between my provider and the TIO and myself because nothing has happened.

Frustration, anger, disillusionment and despair are only some of the words I can use to describe my experience, to date, with no resolution in sight in the foreseeable or long term future. The message I have received is "suck it up. It is not going to change".

This is not good enough and I have no idea if any notice will be taken of this message.

Neil Keele







