

**From:**  
**To:** [Committee, NBN \(SEN\)](#)  
**Subject:** FW: re NBN Submission - WOW! Travel  
**Date:** Friday, 15 November 2019 08:34:02  
**Attachments:** [image001.png](#)

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**From:** WOW! Travel  
**Sent:** Thursday, 14 November 2019 6:00 PM  
**To:** SeniorClerk, Committee (SEN)  
**Subject:** re NBN Submission - WOW! Travel

Hi

Please find below my points.

1. Who we are

My company is called WOW! Travel Pty Ltd we are a boutique travel agency in Balwyn North, Melbourne, Victoria.

Our company sells travel services to Australians for all destinations of the world.

2. Issues

The NBN connection was a nightmare – Technicians had to return to the office on numerous occasions to complete and correct poor workmanship.

We do not have continuous connectivity to the NBN network.

3. Consequences

Our phone lines are VOIP if we do not have connectivity our phone lines drop out. Eg The wait time for Qantas to answer their phone is about 1 hour – we can wait for 45 minutes then our NBN drops out and we have to call Qantas back and commence the wait time again. As a small business this costs money.

Our airline reservation system which connects directly to airlines all over the world needs consistent connectivity, with out this we can be in the middle of a booking and have to start again, if there is only 1 seat left then we lose money.

We rely on connectivity to send emails to confirm holiday arrangements – and to received new bookings.

We rely on connectivity to the internet – so that we can research travel plans for clients.

4. How to fix the issue

Maybe we should look a lot further into the future – nano technology – look at how nature transmits – clusters of sensors -ambient power - wireless energy.

Many Thanks

Robyn Davies  
Director



WOW! TRAVEL & CRUISES  
394A Balwyn Road  
North Balwyn VIC 3104, Australia  
Tel: +61 3 9816 4744  
ABN: 26103850344  
DESIGNING YOUR STORY WITH WOW!

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