



## Emma McBride MP

Federal Member for Dobell

Ms Sussan Ley  
Chair  
Joint Standing Committee on the National Broadband Network  
Parliament House  
CANBERRA ACT 2600

Dear Ms Ley

I write in reference to the Committee's public hearing held on the Central Coast on the 2<sup>nd</sup> August 2017.

During the submission of the Central Coast Rudolf Steiner School, comments from the Chair were made about my representations on behalf of the school which I wish to correct.

I was contacted by students in March 2017 about the school's inability to access an NBN service. I immediately made enquiries with NBN, and was advised the node connecting the premise could not provide an adequate service.

I then wrote to the Minister for Communications to bring this to his attention and seek a resolution to the problem, which has not occurred.

I sent copies of my correspondence to students at the school, and was pleased to be able to visit on the 4<sup>th</sup> May with the Shadow Minister for Regional Communications to discuss the matter further.

As Chair of the Joint Standing Committee you made a commitment to seek information about why the Central Coast Rudolf Steiner School cannot connect to the NBN despite the suburb being 'switched on' some time ago.

As neither NBN nor the Minister for Communications has been able to advise when this school can expect to be connect, I look forward to your confirmation of when they can.

I provide copies of all abovementioned correspondence and ask that these be added, along with this explanatory note, to the submissions received by the Committee.

Yours Sincerely

Emma McBride MP  
Member for Dobell

10/8/2017





## Emma McBride MP

Federal Member for Dobell

The Hon Mitch Fifield MP  
Minister for Communications  
PO Box 6022  
Parliament House  
CANBERRA ACT 2600

Dear Minister

**RE: NBN failure leaves students behind**

Please find attached letters from Aidan Lawson, Cameron Wong, and Mackenzie Pratt; Arabella Zocher; Rueben Ella-Kennedy and Nele Schulz; and Emma Ross, Samantha Hoppe, and Grace Jackson-Franks, concerning this issue.

The students have informed me that despite the NBN being available to other premises in Fountaindale the school is unable to connect to the network.

I have contacted NBN on the students' behalf and am advised that "the premise is connected to a node that is at a distance where nbn cannot guarantee the quality and speed that nbn is required to meet under the Wholesale Broadband Agreement."

These students understand the importance of internet and communications infrastructure, not only for their education, but for the opportunities it provides for their future. It is vital that these students are provided with every opportunity to succeed.

If the Government is unable to connect this school to the NBN, long after it has been rolled out in the suburb, you are not only failing in the delivery of essential broadband infrastructure, you are also comprising these students ability to reach their potential.

I ask you to put the students of Central Coast Rudolf Steiner school first, and prioritise the rollout to their school.

Yours Sincerely

Emma McBride MP  
Member for Dobell

7/4/2017





## Emma McBride MP

Federal Member for Dobell

Aidan Lawson, Cameron Wong and Mackenzie Platt  
Central Coast Rudolf Steiner School  
45 Catamaran Rd  
FOUNTAINDALE NSW 2250

Dear Aidan, Cameron, and Mackenzie

Thank you for taking the time to write to me and express your concerns regarding the National Broadband Network (NBN).

I share your concerns and acknowledge your efforts in speaking up for people living in Wyong and Lake Haven, and the family living in Rocky Point.

As you point out, some communities have been boosted socially and economically by the provision of free internet.

I have written to the Hon. Mitch Fifield MP, Minister for Communications, to bring your concerns directly to their attention. I have enclosed a copy of my letter for your reference.

When I receive the Minister's response I will contact you again.

The Federal Government is conducting an inquiry into the NBN rollout and submissions, like yours, will help shape the future of the NBN.

Thank you for bringing your concerns to my attention.

Yours Sincerely

Emma McBride MP  
Member for Dobell

7/4/2017







## Emma McBride MP

Federal Member for Dobell

Reuben Ella-Kennedy and Nele Schulz  
Central Coast Rudolf Steiner School  
45 Catamaran Rd  
FOUNTAINDALE NSW 2250

Dear Reuben and Nele

Thank you for taking the time to write to me and express your concerns regarding the National Broadband Network (NBN).

I share your concerns, in particular that a school with over 300 people working and studying has not been prioritised for connection to the NBN.

As you point out, there is no reason why your school should be disadvantaged.

I have written to the Hon. Mitch Fifield MP, Minister for Communications, to bring your concerns directly to their attention. I have enclosed a copy of my letter for your reference.

When I receive the Minister's response I will contact you again.

The Federal Government is conducting an inquiry into the NBN rollout and submissions, like yours, will help shape the future of the NBN.

Thank you for bringing your concerns to my attention.

Yours Sincerely

**Emma McBride MP**  
Member for Dobell

7/4/2017





## Emma McBride MP

Federal Member for Dobell

Arabella Zocher  
Central Coast Rudolf Steiner School  
45 Catamaran Rd  
FOUNTAINDALE NSW 2250

Dear Arabella

Thank you for taking the time to write to me and express your concerns regarding the National Broadband Network (NBN) and the impact on your school.

I share your concerns, in particular the struggle of your school using outdated technology and its impact on administration staff, online maths, and classes' ability to research.

The inability to connect in a 'live area' and lack of information about a supply date is not good enough for you or your classmates.

I have written to the Hon. Mitch Fifield MP, Minister for Communications, to bring your concerns directly to their attention. I have enclosed a copy of my letter for your reference.

When I receive the Minister's response I will contact you again.

The Federal Government is conducting an inquiry into the NBN rollout and submissions, like yours, will help shape the future of the NBN

Thank you for bringing your concerns to my attention.

Yours Sincerely

**Emma McBride MP**  
Member for Dobell

7/4/2017





## Emma McBride MP

Federal Member for Dobell

Emma Ross, Samantha Hoppe and Grace Jackson-Franks  
Central Coast Rudolf Steiner School  
45 Catamaran Rd  
FOUNTAINDALE NSW 2250

Dear Emma, Samantha, and Grace

Thank you for taking the time to write to me and express your concerns regarding the National Broadband Network (NBN).

I share your concerns and as your school grows you will need a stronger, faster network than ADSL.

As you point out, this is a barrier to your school education and schools should be a high priority for the NBN.

I have written to the Hon. Mitch Fifield MP, Minister for Communications, to bring your concerns directly to their attention. I have enclosed a copy of my letter for your reference.

When I receive the Minister's response I will contact you again.

The Federal Government is conducting an inquiry into the NBN rollout and submissions, like yours, will help shape the future of the NBN.

Thank you for bringing your concerns to my attention.

Yours Sincerely

**Emma McBride MP**  
Member for Dobell

7/4/2017





**OFFICE OF SENATOR THE HON MITCH FIFIELD**

**MINISTER FOR COMMUNICATIONS  
MINISTER FOR THE ARTS  
MANAGER OF GOVERNMENT BUSINESS IN THE SENATE**

Ms Emma McBride MP  
Member for Dobell  
PO Box 3763  
TUGGERAH NSW 2259

## **NBN Connection**

Dear Ms McBride

Thank you for your letter of 7 April 2017 on behalf of the students of the Central Coast Rudolf Steiner School to Senator the Hon Mitch Fifield, Minister for Communications and the Arts about the connection of the National Broadband Network (the network) to their school. The Minister has asked me to respond to you. I apologise for the delay in responding.

I appreciate there is frustration with the delays experienced with the rollout of the network's services to the Rudolf Steiner School. NBN Co Limited (nbn), working closely with its construction partners, is continuously working to improve its processes. The Minister wants to ensure that all premises are able to migrate smoothly to the network and has instructed nbn to avoid disruption wherever possible. He is closely monitoring nbn's performance at the most senior levels to ensure the company continues to improve its practices.

The Department of Communications and the Arts has raised your matter with nbn which has advised that, as you have already noted, the school is not located close enough to nbn's network assets to be able to provide peak wholesale speeds of at least 25 megabits per second. nbn has advised that the school will be contacted by nbn's construction partners when they are in a position to complete the construction of the network.

In the areas supplied with nbn's fixed line infrastructure, nbn can declare an area to be 'ready for service' (RFS) when at least 90 per cent of premises in those areas have been passed by the nbn fixed line network. This process ensures that the majority of premises in the area can order a service without being held up by individual issues with the remaining premises where a bespoke solution may be required.

From the time an area is declared ready for service, consumers and businesses generally then have 18 months to migrate their services to nbn's network (the migration window) if they want to retain their fixed line service. Unfortunately, sometimes there are a small number of premises in any given area, such as the Rudolf Steiner School, with unique connection requirements. This may mean that these premises cannot connect to the network until customised work has been undertaken, and nbn may be unable to provide a precise date for the works to be completed.

Importantly, premises that are not yet serviceable over the network are still able to access whichever broadband services were available prior to the rollout of the NBN. For example, if ADSL2+ was available at the address previously, residents will still be able to access that service while they wait for their nbn connection.

Once nbn has completed this customised additional work, the Rudolf Steiner School will be able to order a service through its chosen retailer.

Thank you for bringing the student's concerns to the Minister's attention. I trust this information will be of assistance.

Yours sincerely

Richard Windeyer  
Acting Chief of Staff

21.6.17.