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14 November 2019

Committee Secretariat
Inquiry into the business case for the NBN and the experiences of small businesses
PO Box 6100
Parliament House
Canberra ACT 2600

Dear Sir/Madam

I make the following comments in regard to the performance of the NBN Co. over the last three years of being connected to their fixed wireless NBN network:

a. the economics of the NBN, including key operational and financial performance forecasts in the Corporate Plan 2020-23;

NIL

b. current pricing structures, including wholesale pricing, affordability and take-up, particularly as they relate to low-income and rural and regional customers;

The pricing was OK if the service was reliable but the service was far from reliable. Though, Telstra now has a mobile data plan for 100GB for \$75/month.

c. network coverage issues; including reporting of outages planned and unplanned.

The system of reporting outages to the retailer is poor when compared to reporting electricity outages. We had an incredible amount of NBN outages over the last 12 months – so many in fact, that we have gone back to the Telstra’s copper wire network at a greater cost. The copper wires may be slower but much more reliable and with 4G automatic backup. Most of the outages were notified via email by our retailer but there was also many short outages that weren’t notified. We questioned our retailer about how long the planned outages were to continue but they couldn’t answer the question and within an hour, we had another notification. Clearly the system is broken.

d. the delivery of the business segment strategy, including to enterprise and government customers, and small to medium businesses;

There does not seem to be any strategy and management of the NBN based on our experience.

e. the experiences of small and medium business in relation to the utilisation, accessibility, customer service and affordability of the NBN;

See other comments.

f. compliance with the NBN Statement of Expectations and adequacy of that Statement; and
g. any other related matters.

From what I can see, the NBN is already obsolete technology and further investment is a waste of money. Expansion of 5G networks (solving bandwidth issues) or competition from other network providers, such as Amazon’s low orbit satellites, seems a more logical solution.

Yours Sincerely,

Chris Halliday
Director