

1. I wish to send an email with the subject line "Submission to the NBN rollout inquiry" to nbn.joint@aph.gov.au outlining my experience of the NBN rollout.

I initiated communication with NBN in November / December 2016 when it seemed NBN was close to my property

My initial submission to NBN was as follows

"The Telstra underground cable enters my property approximately 70 metres from a node outside the Wodonga fire station and I wish to arrange for a fibre optic cable to be threaded through the U/G tube for that 70 metres and to be informed when the above can happen so that I can arrange for the fibre optic to be extended to the telephones and modem in my property so that maximum speed and capacity is available for the several family members who visit and use internet connected devices simultaneously here."

I received these responses:

Case Number - Technology Choice - enquiry to **nbn**. 19/12/2016

e: Case Number - , a new web enquiry has been received -
19/12/2016

We will endeavour to respond within five business days. **Your enquiry details** Enquiry type: Enquiry Address:

: VIC Country: Australia Question/comment: the Telstra underground cable enters my property approximately 70 metres from a node outside the Wodonga fire station and I wish to arrange for a fibre optic cable to be threaded through the U/G tube for that 70 metres and to be informed when the above can happen so that I can arrange for the fibre optic to be extended to the telephones and modem in my property so that maximum speed and capacity is available for the several family members who visit and use internet connected devices simultaneously here.

In February/March 2017 I phoned the NBN 1800 number and was subsequently connected to a person who spoke to me and referred me to a VERY long 'standard' procedure which could not be varied and which was amazingly complicated as to getting me connected. I was told that the only way forward towards any arrangement such as I had outlined some months before [in November/December 2016] was to connect to the existing [old and inefficient] copper and then later apply at cost in the order of \$1,000 for PERMISSION to get fibre to my premises.

It is just so sad that we in Australia, having been in 2012 on the threshold of experiencing a great visionary national communications advance, are now, following 2013, suffering from a government that proudly interfered with the NBN. Then this government acted as though still in opposition, to erect hidebound bureaucratic [Turnbull style] 'private enterprise' procedures to complicate citizen's aspirations.

Could I please have a positive response from NBN to my enquiries of November/December 2016.

I would prefer that my address remains private and is only seen by the committee. I realize however that the thrust of my complaint rests on demonstrating the close proximity of my property to a fibre served node.

Yours faithfully

Peter Young

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