



**Hay Shire Council**

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17<sup>th</sup> January 2020

Committee Secretary  
Joint Standing Committee on the National Broadband Network (NBN)  
Department of the Senate  
PO Box 6100  
Parliament House  
CANBERRA ACT 2600

Dear Sir/Madam,

**Re: Hay Shire Council Submission - Inquiry into the NBN and Experiences of Small Business**

I refer to the Australian Competition & Consumer Commission (ACCC) notification dated 14 November 2019 advising of the Australian Parliament's Joint Standing Committee on the National Broadband Network (NBN). Council at its meeting 17 December 2019 resolved to make a submission to the inquiry.

Hay Shire Council is the local governing body for the Hay Local Government Area (LGA). Hay township was established in 1858 and has a population of 2,406 (2016 census). **Hay** is a town in the western Riverina region of south western New South Wales, Australia. It is the administrative centre of Hay Shire local government area and the centre of a prosperous and productive agricultural district on the wide Hay Plains. Located on the main route, approximately midway between the large cities of Sydney and Adelaide at the junction of the Sturt, Cobb and Mid-Western Highways, Hay is an important regional and national transport node. The town itself is built beside the Murrumbidgee River, part of the Murray-Darling river system; Australia's largest. The main business district of Hay is situated on the north bank of the river (Wikipedia, 2019)

Hay Shire Council's main experiences of NBN relates to network coverage issues including reporting of outages planned and unplanned, and makes comment as follows:

- Hay township has had the NBN available for best part of two years, and during this time Hay Shire Council has found it to be acceptable however not to the standard promised. Generally, the reliability and speeds have only been found to be similar to that of the old ADSL system.
- Council has on several occasions found the NBN to be not working and on enquiry found that the technicians are working locally and that the network will be out for a week. This is very disruptive and there appears to be a lack of communication.
- Once outside the town limits the NBN is not available and the further you move away from town the reliability and coverage of any internet services decreases to the point some areas of the LGA have no coverage at all.

Joint Standing Committee on the National Broadband Network (NBN) 17<sup>th</sup> January 2020  
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- Local businesses in the township of Hay have varied experiences however the common theme is the reliability and inability to get answers from the NBN. The following is an extract of comments from a local retail business about the problem they experience regularly: *My issues are mainly with our land line dropping out for long periods. It mainly occurs on Friday mornings for about 1 -3 hours. We miss out on placing orders and customer orders which in the current economic client are very important. Our internet is also out daily on a more regular basis. When our landline drops out, we have to grab a mobile phone and wait on the line for periods of up to half an hour to an hour while they reset the system (our calls go to Queensland). We then go downstairs reset the system and it would normally come back on in about half an hour to an hour. We are without eftpos systems as well and makes it difficult if we have min staff on. Another problem I have is that the issue of it arising are increasing and for longer periods. The last one we had was Friday 13<sup>th</sup> December and the longest and worst was Thursday 12<sup>th</sup> December. This also affected other businesses in our area of Lachlan Street, Hay. It has been a weekly problem.*

Hay Shire Council is appreciative of the NBN facility however feels that it is not delivering the service that was assured. Council applauds the inquiry and if any further information or clarification is required, please do not hesitate to contact me

Yours faithfully

David Webb  
**General Manager**