

**Joint Standing Committee on the National Broadband Network**

**Answers to Questions on Notice**

**Committee Hearing 15 August 2018**

**NBN Co Limited**

**Question No: 7**

**NBN Co Limited**

**Hansard Ref: Page 16-17**

**Topic: GROW Charity**

**Senator Jordon Steel-John asked:**

**Senator STEELE-JOHN:** I'd like to draw your attention, gentlemen, to a story by Suzan Delibasic in relation to a situation in Doncaster in Victoria of the Kevin Heinze GROW charity. This disability charity was without access to the internet for a period of nine months. This was due to loss of an internet connection during the transfer period between NBN and their current provider. They had to expend over 100 hours of staff time and lost about \$5,000 attempting to rectify the issue. Are you aware of that situation?

**Mr Ryan:** Not that specific one, no.

**Mr Rue:** No, we're not, Senator. Let me see if one of our colleagues is, but I'm not aware of it personally. It's in Doncaster, you said?

**Senator STEELE-JOHN:** Yes, it is.

**Mr Rue:** Can you tell us when the story was?

**Senator STEELE-JOHN:** The story was published very recently. I believe it was in the last few days, but I can't see a date on the story. It was specifically caused by a technical issue with the NBN node. There were significant challenges in contacting the corporation and, admittedly, the telco, Telstra, in relation to rectifying the issue.

**Mr Rue:** Okay.

**Senator STEELE-JOHN:** But I—

**Mr Rue:** Let me take that on notice, but I will see if I can come back to you before the end of the hearing with any information that we have on that matter you've raised.

**Answer:**

nbn understands this property is now connected to the nbn network. As nbn has no involvement in legacy copper services, we are unable to comment on why their previous service was disconnected before the nbn connection was completed.