

22<sup>nd</sup> November 2018

Hon Shayne Neumann MP  
Member for Blair  
PO Box 5117  
Brassall QLD, 4305

Re: NBN issues facing Kilcoy business community.

Hon Shayne Neumann MP,

Kilcoy is centrally located in South East Queensland, a protein, timber and equine hub of the Somerset Region. It is less than 100 km northwest of Brisbane. Kilcoy is facing challenges of imminent population growth as our major employers benefit from export growth and production increases to meet demand. Access to the internet in order to conduct essential business operations is paramount as the region prepares for the future.

We met recently at your “mobile office” in Kilcoy Yowie Park. We discussed the issues facing the NBN rollout in our Kilcoy District. I understood that by presenting some of the issues faced by our local businesses in regards to NBN, that you would champion our concerns to your government peers.

NBN plays a significant role in providing essential telecommunication services to our local business community. It is apparent that since the NBN rollout schedule reached Kilcoy that not all of Kilcoy business addresses were recognized.

Businesses along William Street have had very mixed responses to NBN connections. Following are a few serious examples of NBN connection issues that affect local businesses:

- 28 William Street - Shop 1 NBN packages has presented as being with NBN. The business operator believing NBN was available signed up to a package that cannot connect to NBN for 12 months according to NBN.

**LOT 5 SHOP 1 28 WILLIAM ST KILCOY QLD 4515 Australia**

**More work required**

There's still work to do before your premises is ready to connect. This work may take approximately 6 to 12 months.\*

- 26 A William Street business operator was advised that NBN is connected when they were not. The problem being the (FTTC ) did not recognize the actual address of lot and number of the active business. This business was able to draw on their head office support to resolve their NBN connection issue. NBN has now corrected their planning to identify 26 A and 26 B. This correction for access took several weeks.
- 4-8 William Street is the location of a Kilcoy Motel. Telecommunications provider Commander has told the business owner, that they are not able to assist with NBN packages because the NBN

scheduled connection date is sometime after 2020. A service code "30" exists on the premises; which is no line available until NBN do more infrastructures. FTTC is installed in the Pit outside of this premises and neighbouring premises have been connected. The business operator contacted NBN on November 1<sup>st</sup> to try to clarify the issue facing the lack of connectivity. The advice given is as follows:

- NBN's paperwork shows an error listed against the Motel property ( as noted above) NBN advised a desktop review was used by the techs on location previously to identify the error listed against the property. When the business operator challenged NBN for a timeframe to rectify the error, NBN responded that no techs would be available for a site visit. NBN was asked when the business should expect connection. NBN advised Feb 2020. The business operator requested the issue escalate. NBN advised it was not possible to do so. NBN also advised that someone in customer service would call within 24hrs...the business owner is still waiting for that call. Ancillary business conducted from this address is limited without NBN and business planning cannot be finalised with lack of commencement dates.
- 20 William Street - NBN was booked but failed to arrive after several phone attempts. Finally confirmed, upon arrival the NBN technician was unable to sync to the business address. NBN has advised this business operator that they will be back on two separate days 9<sup>th</sup> and 13<sup>th</sup> November to attempt to rectify the situation.
- Hope Street/D'Aguilar HWay. Kilcoy Gardens Motor Inn operator has provided the following excerpts of the timeline of issues faced upon enabling NBN connection. The Motel was originally running 2 telephone lines and broadband internet from Commander.

- 23 August:

Contracted to change to Telstra for a single telephone line and broadband internet. NBN Corp advised the Kilcoy Motel operator it would be several weeks before involving an installation of NBN by NBN Corp. Further to this, the installation would see a technician from Telstra come to the premises who would then set up the telephone connection and broadband.

A dozen or more telephone calls from overseas callers (who were difficult to understand) asking numerous technical questions about the upcoming installation that couldn't possibly be answered. One caller led the owner to believe fibre-optic cabling was to be installed to the building along with technology in the building that required electrical supply.

The same callers were not able to answer even the most basic of questions about the process; the actual technology, hardware nor what was needed to do to facilitate the upgrade without interrupting the flow of business. Several of these calls asked exactly the same questions. On every occasion, a process of identification was required despite the data the caller had regarding the mobile number called.

- 7 September:

More calls from overseas call centres. First appointment previously arranged postponed.

- 10 September:

More calls from overseas call centres. A box containing internet components arrived with no cover letter or any communication whatsoever.

- 14 September:

More calls from overseas call centres. Subsequent appointment postponed.

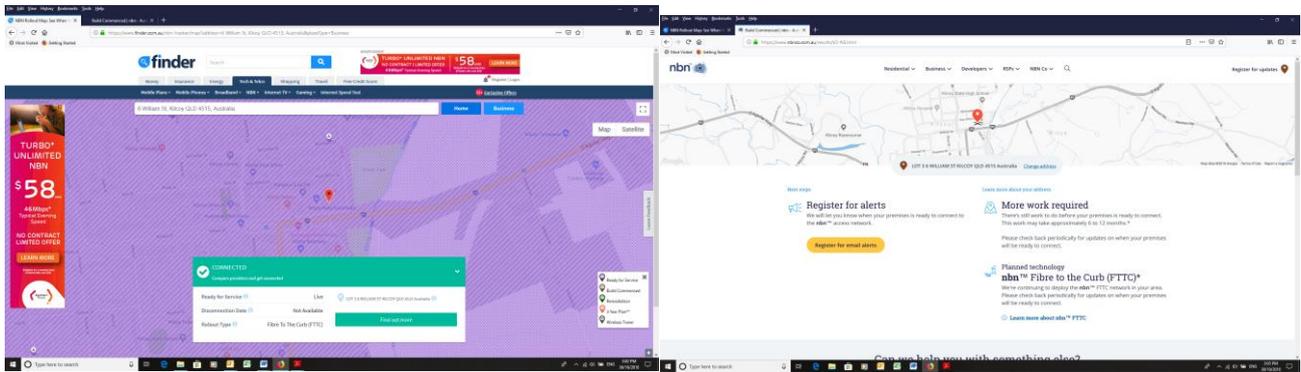
- 17 September:  
The Motel telephones and internet disconnected for several hours without warning from Commander or Telstra and neither could advise why.
- 23 September:  
The technician arrived 4 hours late. Forcing cancellation of business plans. The installer, a young Australian man, explained in just a few minutes the technology the motel was to receive and the whole process. It was to be fibre-optic to the node in Kilcoy and copper to the premises. No special cabling required and no changes needed at the property. The mystery box was a Telstra modem and to come was a Telstra wi-fi access point for which I was to be billed \$20 a month. Unfortunately, this has not arrived to date.
- Early October:  
Telstra account for the enabling and setup period arrived. Telstra was not aware the NBN service was not yet connected. In addition, the bill was for 2 lines and line hunting when one line had been contracted. TELSTRA would investigate and call back. This never happened. More overseas calls received asking questions about the installation that had not yet taken place. Another postponed appointment. Young Australian technician arrived on time (8<sup>th</sup> October) and set up the new telephone line and modem. No training on the modem or new telephone system capabilities or technical information provided, but it was working. Still no sign of the Telstra wi-fi access point.
- 12 October:  
No messages received on the answering machine since the change to the NBN. Several calls to Telstra revealed they had turned on their message-bank system (without advising the owner) and that all missed calls had diverted to that system rather than the motel answering machine. This resulted in 12 lost calls and sales that may have been of significant worth. Throughout October, daily calls came from Telstra's overseas call-centre advising the NBN was coming and trying to sell connection to it. By mid -October, the original incorrect bill from Telstra arrived again with a late payment fee and a completely different bill arrived for the new installation but with several basic mistakes, including incorrect dates, charges for services not received, incorrect address etc. A bill from Commander also arrived for the same period and same connections! Received 2 calls in a row from Telstra's overseas call-centre trying to sell the NBN!

Telstra's complaints line contacted, unfortunately, the technician spoken too did not understand the motel installation. Failing even the most basic satisfactory response from Telstra, an official complaint was forward to the telecommunications ombudsman. The next day, the motel owner received a call from Telstra complaints department, which went through the whole situation again. The agreed outcome to waive the bill until the full NBN package installed as contracted. A day later they advised everything was perfect. The motel was connected 100% to NBN.

The common issues surround the lack of interest of NBN in correcting problems of incorrect information such as wrong address, wrong business, wrong ABN and more. In many cases, it took months for NBN to accept responsibility for correctly addressing business connection plans. It seems that NBN operate two completely different booking systems and if one booked event is cancelled; then the other system booking is cancelled as well leaving businesses floundering in confusion over when they will be connected.

The frustration for business operators is there is no communication from NBN to answer this or any query. TELSTRA offers a 12mth lead in but what happens if that is incorrect and inaccurate. Does this directly affect the businesses with loss of phone access, copper lines entirely?

The websites that provide the most up to date information for NBN tracking are themselves confused. Finder.com.au displays that 6 William Street is connected yet NBNtacker.com.au displays more work is required. Kilcoy is supposed to be NBN ready. ( see images below)



For any business to be told they have to wait a further 6-18 months for NBN connectivity is not acceptable to a community that has seen the NBN roll out across the area.

The NBN small business complaint process is not a suitable process for busy hardworking business owners. The businesses referred to in this letter, do fall within the complaint process guidelines;

### *Small Business Complaints*

*We only handle complaints made by consumers and small businesses.*

*The small businesses that can contact us usually have up to:*

- 20 full-time employees. We will take into account if employees are permanent, casual, and if employment is seasonal or voluntary, and
- \$3,000,000 annual turnover.

Kilcoy Chamber of Commerce requests the assistance of our local member in addressing these concerns. The NBN has rolled out in the Kilcoy District yet more work is required before some business operators can connect to the NBN. ADSL and Modems are the fall- back position for some business operators. "ACCC chairman Rod Sims told The Courier-Mail the result showed both NBN Co and internet providers still had "a lot more work to do". Copyright © 2018 News Pty Limited"

The NBN planning issues experienced by the Kilcoy District within Somerset Region is typical of regional planning overall. Not well thought out, strategy for delivery compromised, blockades to meaningful communication and redress.

Thank you for your interest in this matter. We look forward to accomplishing some recognition of the problems faced by our local businesses on this issue and see the resolution of relevant ongoing issues.

Regards

*Bronwyn Davies*

President  
Kilcoy Chamber of Commerce