



The Hon Malcolm Turnbull MP

MINISTER FOR COMMUNICATIONS

Dr Dennis Jensen MP  
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Parliament House  
CANBERRA ACT 2600

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## Quality and availability of broadband in Burnett Heads, Queensland

Dear Dr Jensen

Thank you for your letter dated 17 March 2015, on behalf of the Standing Committee on Petitions, concerning the quality of available telecommunications infrastructure in Burnett Heads, Queensland.

I understand the concerns the landowners and residents of Burnett Heads outlined in the petition.

Telstra have confirmed the last upgrade to the Burnett Heads exchange was in June 2014. Any future planned upgrades will be published at [www.telstrawholesale.com.au/products/broadband/adsl/adsl-reports-plans/index.htm](http://www.telstrawholesale.com.au/products/broadband/adsl/adsl-reports-plans/index.htm).

As retail service providers are private companies, operational decisions such as infrastructure upgrades are commercial matters for each company to consider, subject to the regulatory framework within which they operate.

The Australian Government has committed to completing the construction of the National Broadband Network (nbn) ensuring that all Australians have access to fast affordable broadband as soon as possible.

To deliver fast broadband sooner, at less cost to taxpayers and more affordably for consumers, the nbn should be completed using a multi-technology mix. This will match the right technology to the right location and make use of existing infrastructure where possible.

The multi technology mix approach is predicted to cost \$32 billion less to implement, get the nbn finished by 2020 and enable nine out of ten Australians in the fixed line footprint to get access to download speeds of 50 megabits per second or more.

An important element of the government's policy is that areas like Burnett Heads which are currently under served will be prioritised in the nbn rollout.

The definition of underserved is based on the analysis done for the Broadband Availability and Quality Project. It takes into account the availability (access) and quality (speed) of broadband. The analysis found over 1.6 million premises around Australia have poor access or no access to broadband.

The analysis was provided to nbn to consider these areas when prioritising the rollout. However nbn also needs to consider the cost and logistics of prioritising deployment to particular areas. The Broadband Availability and Quality Report is available at [www.mybroadband.communications.gov.au/upload/documents/Final\\_report.pdf](http://www.mybroadband.communications.gov.au/upload/documents/Final_report.pdf).

Quarterly updates of planned nbn activity, technology improvements or variations in the rollout are available, you can visit [www.nbnco.com.au](http://www.nbnco.com.au) for more information on the implementation of the network.

On 1 December 2014, nbn released its new national rollout plan which provides details on the nbn underway to deliver fast broadband by June 2016. While Burnett Heads is not included in the new schedule, ultimately no-one misses out as the network will be made available nationally by 2020.

As with any project of this magnitude, nbn expects changes to this forecast. Accordingly, nbn is committed to providing quarterly updates of planned activity to capture any changes to the schedule identified through process and technology improvements or variations in the rollout. The nbn website [www.nbnco.com.au](http://www.nbnco.com.au) provides regular updates on the network rollout schedule.

Thank you for your representation as Chair of the Standing Committee on Petitions. I trust this information will be of assistance.

Yours sincerely

Malcolm Turnbull