

## NBN ROLL OUT SUBMISSION # 19 ADENDUM

The NBN in Tungamah is FTTT (Fibre to the Tower) with each subscriber connected by WIFI to that tower.

Three years ago we moved from Thomastown, Victoria where we had Optus cable and VoIP home phone supplied by Engin using our cable internet connection as well as two mobile phones connected to the Optus 3g network. The only disadvantage we had then was that we could no longer connect our burglar alarm to the VoIP telephone system.

When we moved to Tungamah, Vic we were advised by the locals that NBN was available and they recommended iinet as a service provider. We called iinet who arranged to have NBN Co connect our house to the NBN and then they sent us a modem to connect to the NBN modem and we had internet and home phone. Our mobiles just would not work in town and we had to switch from Optus to Telstra.

For twelve months everything worked great, internet was a little slow compared to the Optus cable we had been using in Thomastown but we could cope with emails and some of the internet research that I was doing at the time. But then the rot set in after 12 months our service became totally unreliable. For the last two years we have had numerous outages that have been unexplained. On many occasions we telephoned our service provider who always went through the procedure of asking us to reboot the modem, switch off the power and turn it back on again, log on to the modem and reset it to factory settings when that didn't work it was log into the modem and set it to safe mode. When that didn't work we were advised they would be sending us another modem that never did arrive but then the service just came back on after a day or so. Our service provider obviously had no idea whatsoever that NBN Co had just turned off the network.

There was no chance of going back to Telstra's copper network for our phone as Telstra has just abandoned its copper network in Tungamah and let it rot. (See attached photos).

- Figure A&B show pits that are popping out of the ground
- Figure D, E & F show pits that have collapsed leaving a hole in the ground that Telstra has fixed by putting a fence around the hole.
- Figure C & H show pits that have collapsed that Telstra put a fence around that locals complained about so they replaced the fence with a temporary plastic lid that are not fixed in place and easy for children to lift up and move leaving the hole uncovered.
- Figure G shows a hole in the ground with a very sharp piece of orange tin and some wires sticking out of it This used to be a vertical connection box similar to that in Figure I
- Figure J shows the vertical connection box in Figure I lifted up showing a broken base and an ant's nest inside.
- All of these photos show a situation that has been present for nearly three years. None of these temporary "repairs" by Telstra are new all are two years old or older.
- Businesses in town using EFTPOS machines are using the 3g Network with EFTPOS machines having a sim card. The NBN cannot be relied upon to conduct business in our area. In short the NBN is a National Broken Network that is a waste of time and money and I would urge everyone in our area to use an alternative means of communication such as the 3g network that can be depended on.



