

4 December 2019

Committee Secretariat
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Canberra ACT 2600
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Dear Sir/Madam

Submission to the NBN Enquiry

As the CEO of a small business I would like to tell you of my utter frustration in trying to switch to the NBN and the complete disaster that it has been for my business.

Having contacted IINET on 30 October 2019 to arrange a transfer to the NBN, and to check that my business number would be retained after the transfer I was told the whole process should take approximately 48 hours and it would be simple and straight-forward.

Since that date my business number **has been disconnected**, and despite receiving three new modems, and countless conversations with over 20 different team members, IT support, service personnel, trouble shooters and others at IINET – **my business number is STILL disconnected**.

Five weeks has now elapsed, and I still have no business telephone number, and no-one at IINET can tell me when it will be reconnected or even why it was not “ported” as promised.

As a small business owner, my experience with the NBN has been totally unsatisfactory and marked by complete incompetence. It has lost me a significant number of clients, and there is no resolution in sight. The added frustration is that there is nothing I can do about it, and no-one seems to be able to resolve the problem.

I am sure there are many other small businesses like mine, who are utterly frustrated with their NBN experience, and are totally drained by having to ring the “provider” daily to try to get some answers.

My question to the Committee is how can small businesses get these problems resolved and who will compensate us for loss of clients?

Yours sincerely

Joss Evans
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