

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Budget Estimates May 2017**

**Communications Portfolio**

**NBN Co Limited**

**Question No: 231**

**NBN Co Limited**

**Hansard Ref: Page 135, 25/05/2017**

**Topic: Homes in Kariong**

**Senator O'Neill, Deborah asked:**

**Senator O'NEILL:** Okay. I will keep going, then, with a more specific one for you that we have discussed previously: Kariong on the Central Coast, where I know that there were some issues. The Kariong community were informed that the NBN could not be rolled out due to a complaint against the land access activity notice. It went to the TIO. I raised that with you. Judi Jones indicated that the Kariong issue was not an active dispute, and things went forward. Mr Morrow, you made a commitment to contact me, and we had further discussions about it. This afternoon, my office used the 'check your address' tool on the NBN Co website to check to see if Kariong was connected. According to the NBN Co's website, Kariong residents can now connect. It says: 'Great news! You can now switch to the NBN network.' The NBN Co adviser in NBN Co's contact centre informed my office that Kariong is in fact not connected and that the information on the website is incorrect.

**Mr Morrow:** Let us check that. It sounds like it should not say that on the website, so let us look into that to see what has happened.

**Senator O'NEILL:** These are the things I would like to know, given the delay that they have already experienced and the constant series of broken promise after broken promise from the current government: what is the new time line for the people of Kariong to actually receive access to the Turnbull government's network? Is it going to be FTTN? What are you going to do up there? Are the Kariong conduits currently accessible for the installation of the government's fibre-to-the-node network? Basically, what is the current status of the rollout? And, of course, you have given a commitment to adjust the 'check your address' if there is a problem.

**Mr Morrow:** We will take that on notice to find out the details for Kariong and get back to you.

**Senator O'NEILL:** You can imagine, though, what is going on. I was going to ask a question about Daleys Point. I think you might have answered it by indicating that some people could be waiting till 2020. A lady has been contacting my office and—like many, I am sure, around Australia—keeps saying: 'Everything says I should be able to get my service, but there's nothing happening. I can't get a response. I can't get a response.' Then they are told they are not on a map or there is some other problem. So the reality is that people who were sitting out there like that will not be contacted, as Mr Simon said, until they get close to being able to connect, and that could be, for some people, not within six months at service class zero but actually up to 2020. Is that correct?

**Answer:**

This message on the nbn website has been updated and now provides an indicative timeframe of Oct-Dec 2017 for service availability in Kariong, and states that the area is to be serviced with FTTN technology.

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In order to serve the Kariiong area, nbn needed access to conduits that run through private property. The private property owners lodged an objection to a Land Access and Activity Notice (LAAN). The LAAN was issued for the proposed survey/inspection and build activities for the installation of a fibre optic distribution cable.

Following the outcomes of the Telecommunication Industry Ombudsman determination, survey and inspection activities have been carried out, allowing the build to move on to the next phase.