

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Supplementary Budget Estimates Hearings October 2015**

**Communications Portfolio**

**nbn**

**Question No: 82**

**nbn**

**Hansard Ref: Page 92, 20/10/15**

**Topic: Central Coast Complaints**

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

**Senator O'NEILL:** I think I have made it pretty clear that there is a high degree of concern, and that will continue. I would like to go to the fibre-to-the-premises rollout in the areas that have it, and go to the level of complaints that you are receiving from the people of the Central Coast region about a failure to give them access to the real NBN. Do you have complaints reports for the region?

**Mr Morrow:** Not that I am aware of.

**Senator O'NEILL:** Would you undertake to get those for me and give me details of all the reports and complaints that you have received from the Central Coast about nbn's failure to connect people to the real NBN?

**Mr Morrow:** We will take that on notice and provide that.

**Senator O'NEILL:** There are many of them. They have already been in touch with my office. I expect you will have even more.

**Mr Morrow:** Right.

**Answer:**

Between January 2014 and October 2015, nbn has received three complaints from residents of the Central Coast region relating to not receiving Fibre to the Premises. At the time that each complaint was received, the nbn had not yet been rolled out to the address of any of these three Central Coast residents.