

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Supplementary Budget Estimates Hearings November 2013
Communications Portfolio
NBN Co Limited

Question No: 190

Program No. NBN Co

Hansard Ref: Pg 89

Topic: Copper and NBN connections

Senator Urquhart asked:

I understand that. I was just trying to work out the time frame and how much.

Obviously this has been an issue in the media, and I am sure you are aware of media reports today about NBN and the copper network ending in Tasmania. I understand that there are some areas where the internet and phone services are already being cut and customers have not yet got their connection to the NBN. That is obviously a huge impost on some families, so I am wondering if you can comment on that.

Senator Fifield: Are you saying that there people without any connection?

Senator URQUHART: Yes. As I understand it, they have been offered to use mobile services, which obviously is not very efficient for families who are probably battling to pay their bills now. I am wondering if you can comment any further on the situation there.

Mr Adcock: There are no services that are under a disconnection order from the NBN yet. I am not aware of the reports, but I would suggest that it has nothing to do with the NBN.

Senator URQUHART: Right. I ask that you have a look at that.

Senator Fifield: Sure. This might be something that was a function of decisions taken more than a couple of months back.

Senator URQUHART: Yes. I am just asking if you can get some information in relation to that and come back. Obviously these people, if they are without a phone or internet facility—as I understand it there is one particular family who run a business from home, and they are struggling to get connected to the NBN and cannot get an appointment till January.

Answer:

No services are under a disconnection order from the NBN at this time.