



Australian Government

Department of Communications and the Arts

Our Reference: MC16-002464

Ms Jan Whitaker
jwhit@internode.on.net

Dear Ms Whitaker

National Broadband Network Installation Complaint

Thank you for your email dated 15 February 2016 to Senator the Hon Fiona Nash, Minister for Regional Communications, Regional Development and Rural Health, concerning a Facebook post about a delay in connecting the National Broadband Network (nbn) to a residence. The Minister has asked the Department to reply on her behalf.

nbn was established to design, build and operate the network, and connection delays are a matter for the company. Residents with questions or complaints can contact the nbn Contact Centre via email at complaints@nbn.com.au or on free call 1800 687 626.

nbn acknowledges that its processes are far from perfect, resulting in reports of missed appointments and connection delays across Australia. However, nbn is taking firm action to improve its processes and the company has been working closely with its construction partners to settle disputes, improve practices, and clarify objectives. This will build certainty and predictability around the rollout so that all parties can plan, invest, and deliver with confidence both now and as the rollout progresses.

Additionally, to ensure working services are available at premises, the Government recently released its Migration Assurance Policy (MAP). The policy is to support the transitioning of existing broadband and phone services customers by limiting switch-over disruptions to the nbn. You can find further information about the MAP at <https://www.communications.gov.au/publications/migration-assurance-policy-statement-framework>

Thank you for bringing this matter to the Minister's attention. I trust this information will be of assistance.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jason Sleeman'.

Jason Sleeman
Assistant Director
Broadband Implementation