



# JULIAN LEESER MP

Federal Member for Berowra

7 July 2021

Mr Stephen Rue  
CEO NBN  
Level 11  
100 Arthur Street  
North Sydney NSW 2060  
Australia

Dear Mr Rue,

## **RE: ONGOING DISAPPOINTMENT WITH NBN DELIVERY**

I am writing to raise my serious concern recent news my constituents have received about further delays to the rollout of NBN in parts of my electorate.

During the latest COVID lockdowns in NSW, residents of Kenthurst and Dural were informed that the already delayed rollout of NBN would no longer take place in June 2021 but would be delayed until the end of the year. This is not the first delay for these communities, and they are not the only parts of my electorate to have experienced numerous delays and continue to do so.

NBN has recently reported that the areas surrounding Dural continue to have significant delays including oversight of lead cables required for most properties in a service area. We also understand that even when the website says rollout will occur in June 2021 it may not be until December 2021 that a technician completes the job.

This follows years of delays for numerous suburbs, with some locations still waiting for NBN delivery despite having originally been told it would arrive over two years ago.

As you know, I have raised my serious frustration and disappointment with the NBN rollout with you on a number of occasions. I appreciate your visit to the electorate last year, so that you could witness firsthand the frustration of residents in areas like Knights Rd Galston, who cannot access NBN despite the rollout supposedly being complete in their location. Despite the erection of fixed wireless towers and a visit from your technician, they remain unable to access NBN through that method or via Sky Muster.

I am also very concerned about stories of growing failures in customer service from NBN.

In recent months, we are hearing of technology upgrades being delivered in other locations, while residents of my electorate continue to wait on ADSL with no confidence in the dates NBN provides.

The customer service failures in my electorate are completely unacceptable. I recently had a local business call my office, the owner in tears, after NBN technicians failed to turn up to scheduled appointments three times in a row. Every other property on the street has NBN but their property was still waiting. NBN said they would send a technician to fix the issue for their property but continually failed to keep appointments.

This sort of story is far too common and is unacceptable.

I also remain concerned that there is inconsistency in where fixed line technology and wireless technology are being provided. Too many residences are unable to access fixed line technology despite equivalent locations being able to access such technology. I am concerned about the lack of transparency for my constituents who feel that they are continually being forgotten by NBN.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Julian Leeser', written in a cursive style.

Julian Leeser MP