

6th April 2017

Paul Lindwall

Commissioner, Telecommunications Universal Service Obligation inquiry
Productivity Commission

RE: Telecommunications Universal Services Obligation

Dear Paul

I am writing to you about the relationship and role between nbn and RSPs in providing a broadband service. This is something that we raised in both our previous submissions and at the public hearing. ACCAN fears that access to a network, by relying on nbn to deliver USO data, may not be sufficient, in itself, for a competitive retail market to deliver services to all consumers. Further arrangements may be required to ensure access to interim services. While I appreciate that you will be extremely busy finalizing your report this month, a set of circumstances has arisen that illustrates the need for additional requirements.

From November 2016 a number of residents in a new development an hour outside Melbourne CBD have been without services. For these consumers, nbn was responsible for providing network access.¹ Due to delays in nbn's local network build, the residents have been left months without any connection, no services and in the dark about what was happening. This situation is not satisfactory and results in obvious questions:

- If nbn cannot provide network access (delay / fault), who is responsible for providing an alternative interim broadband service?
- If there is a problem accessing an underlying network, who do affected consumers talk to when they are unable to place an order with a retailer, and they have no direct relationship with nbn?

I hope that your final report and recommendations will fully address this wholesale and retail relationship to prevent this situation from occurring again.

Yours truly

Teresa Corbin
CEO

¹ SMH, *NBN finally steps in to save stranded Belmond estate after safety nets fail*. 29 March 2017 <http://www.smh.com.au/business/nbn-finally-steps-in-to-save-stranded-belmond-estate-after-safety-nets-fail-20170328-gv86y4.html>