

- ✓ Business Mobile Phones
- ✓ Business NBN Plans
- ✓ Business Phone Systems
- ✓ Business Voice & Fax Lines
- ✓ Satellite Phones & Rentals
- ✓ Technical Services (IT&T)
- ✓ Telco Project Management



Web site [www.telebiz.com.au](http://www.telebiz.com.au)

1<sup>st</sup> February 2017

The Productivity Commissioner  
Australian Federal Government  
c/o Cains Hearing 2<sup>nd</sup> February 2017

Dear Commissioner,

Re: Submission      Telecommunications Universal Service Obligation  
Submitter          Rod Harris

**Rod Harris (submitter) credentials:**

Advisor to NBN Co & Federal Department of Communications

Managing Director of TeleBiz Telco Pty Ltd and former Managing Director of TeleTalk Australia Pty Ltd

Telco business owner spanning >30 years, amassing over 100,000 clients (consumer, business, Govt)

First Telstra Dealer in Australia, (1992-2005),

First Optus Master Partner in Australia, covering QLD & NT (2005-2007)

First Vodafone Business Dealer north of Brisbane (2014 to current)

Regional market leader in satellite phones (1988-current)

Regional Telco Service Provider – Business solutions: NBN, PBX, Maintenance, Voice Carriage,

Fellow of the Australian Institute of Company Directors (with Diploma)

Fellow of the Australian Institute of Management

Former Member of Australian Franchise Council

Former Far North Regional Electricity Council

Certified Engineer & Former Australian and New Zealand sporting champion

Experienced Board/Executive of numerous business & community support organisations.

*Never has a customer had cause to issue a legal demand on Rod Harris, or any of his Telco companies, or any of his current or former current staff.*

Thank you for giving me the opportunity to present (overleaf) a selection of submissions; which highlight a range of Telco problems affecting all Australian inhabitants, and my suggestions to minimise and/or prevent such problems.

Yours sincerely,

Rod Harris FAIM, FAIM  
Managing Director  
TeleBiz Telco Pty Ltd

**Submissions by Rod Harris**

***Supplying and Maintaining “Intelligent Communications” to over 5000 Clients***

TeleBiz Telco Pty Ltd trading as TeleBiz® ABN: 39 163 587 184

- Crucial the Australian Federal Government continues to govern USO's
- Crucial the TIO remains in place with powers to issue "orders"
- Crucial NBN Co remains 100% owned by the Australian Federal Government

### **Below is a selection of issues, effects & suggested solutions**

#### **Issue One:**

Inadvertent disconnection of Telco service numbers under NBN migration rules.

#### **Effect:**

Extremely difficult for customers to reconnect services. Significant financial losses upon businesses.

#### **Suggestion:**

All customers should be able to apply to a "central govt dept" and have their phone number reconnected within 7 days with a Telco Service Provider of their choice and pay a maximum \$300 +gst admin fee.

#### **Issue Two:**

Anybody can sell NBN Plans without any prior training or qualifications.

#### **Effect:**

Customers being sold wrong solutions and at a detrimental cost to them and/or their businesses.

#### **Suggestion:**

Mandatory accreditation/training for everyone wishing to market, sell, or service NBN solutions. Governed by the public who can check NBN specialists ID registration validity via on-line portal

#### **Issue Three:**

NBN commence billing the day an NBN service goes live (in their system)

#### **Effect:**

It often takes days/weeks for EU to rectify NBN faults and EU IT/T Techs to config services locally

#### **Suggestion:**

End User billing commences 30 days after NBN goes live

#### **Issue Four:**

EU with NBN who moves address is heavily penalised for breaking agreement

#### **Effect:**

Very expensive for EU

#### **Suggestion:**

Governed maximum early termination rate

#### **Issue Five:**

Inability for all mobile phone users to access coverage of Government funded mobile phone towers

#### **Effect**

Forcing tax payers payers to contribute towards the profiteering of (non-aligned) Telco service providers, with no benefit to the non-aligned mobile phone EU's

#### **Suggestion:**

Government funded mobile phone towers should provide either:

- (a) Equal access to all mobile phone users, irrespective of whatever carrier they are aligned to,
- (b) Optional equal access to all mobile phone users, but with a price loading upon non-aligned EU's