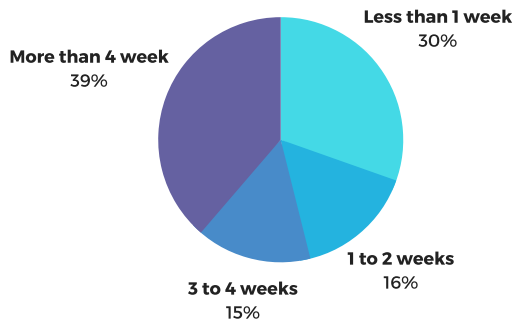


NBN SURVEY



DELAYS

39% of businesses reported having to wait more than 4 weeks to have their NBN service up and running while 15% waited between 3 to 4 weeks, 16% between 1 to 2 weeks and 30% waited less than 1 week.



COSTS?

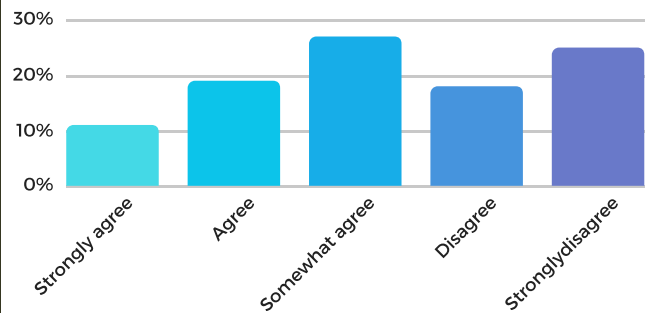
On average businesses reported the NBN was costing their businesses up to \$9000 due to disruptions, investment in new equipment and lost business and customers, etc.

\$9000



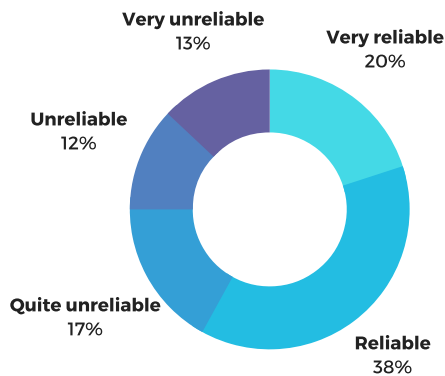
YOUR NEEDS

57% of businesses agree that the NBN met their needs, of which 11% strongly agree, 19% agree and 27% somewhat agree while 43% either disagree (18%) or strongly disagree (25%).



RELIABLE?

Just over half (58%) of businesses reported their NBN connection as either very reliable (20%) or reliable (38%), while 42% of businesses found their connection to be either quite unreliable (17%), unreliable (12%) or very unreliable (13%).



SATISFIED?



45% of businesses were either dissatisfied (23%) or very dissatisfied (22%) with their NBN service overall while only 34% were either satisfied (21%) or very satisfied (13%) and 21% were neutral.

"Once the service was installed it was great, but the installation process was painful and costly".



DISRUPTIVE?

34% Very disruptive **18%** A little disruptive
13% Disruptive **22%** Not disruptive at all
13% Somewhat disruptive



RECOMMEND?

54% of businesses were likely to recommend the NBN to other businesses with 16% very likely, 16% likely and 22% somewhat likely. On the other hand, 46% of businesses were unlikely (20%) or very unlikely (26%) to recommend the NBN.

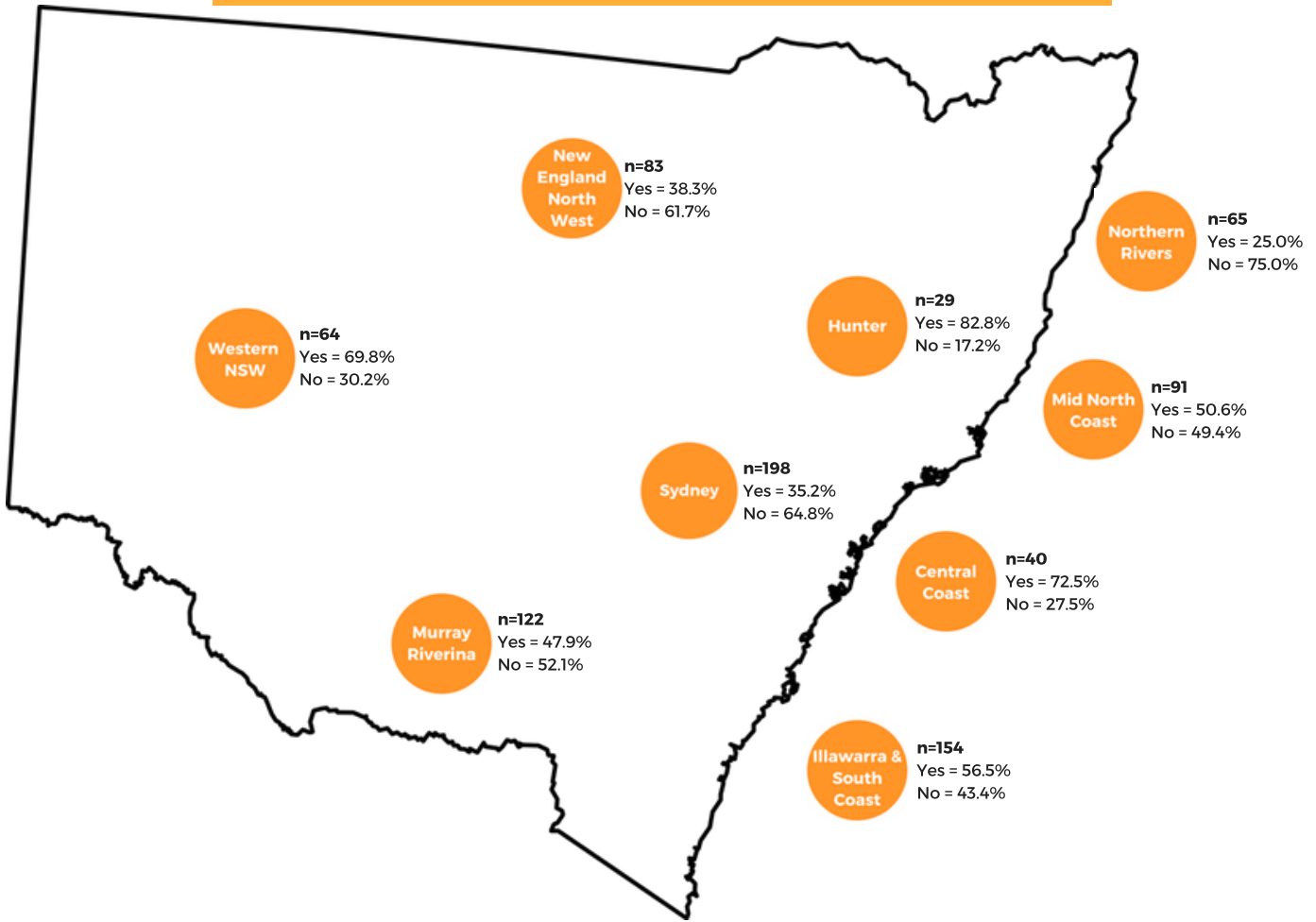
"Amazing, I wouldn't be able to do what I do without it."



NBN SURVEY



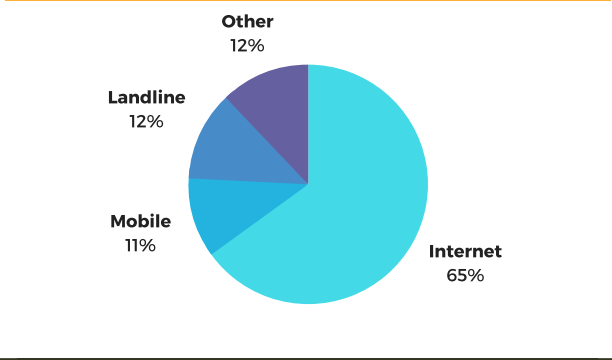
Is your business currently connected to the NBN?



Why isn't your business connected to the NBN?

- 56%** The NBN isn't available in my area
- 7%** Happy with my current service
- 15%** Concerned with the possible disruptions to my business
- 22%** Other

Which telecommunications service are you most frustrated with?



How would you rate the quality of the telecommunications services provided to you?

