

The Daily Telegraph

Call for NBN service guarantee to protect businesses

February 28, 2018 4:31pm

A BROADBAND Service Guarantee must be introduced to better protect and compensate business owners who have suffered under the poor NBN rollout, according to the NSW Business Chamber.

The state's peak business organisation has demanded in its submission to the ACCC's Inquiry into NBN wholesale service standards, that service providers to be held accountable and enforced with penalties.

A statewide survey of its members conducted last year found that the delays and disruptions in the rollout of the NSW were costing NSW businesses more than \$9000 on average.



The NBN Co construction team rollout fibre in Penrith.

The survey also found that 42 per cent of respondents were dissatisfied with the unreliable service, as well as receiving inadequate information to ensure compatibility with the NBN.

“That’s simply not good enough when you consider the amount of business done via the internet and phone, especially for regionally based businesses,” said Stephen Cartwright, Chief Executive for NSW Business Chamber.

“The issues relate primarily to a lack of accountability, responsibility and co-operation between the parties involved in the provision of broadband services. “

The guarantee would see implemented service standards where business customers may be entitled to compensation for failure to deliver to set standards, and maintain management continuity when customers migrate to the NBN.

Penrith business owner Kim Owen found her transition to the NBN “absolutely appalling”.

“I don’t think NBN is any better than what the copper lines were, and I’d rather go back to the copper lines tomorrow. If the internet goes down you lose your computers, you lose your phones, and that’s an atrocious service,” she said.

With her bills almost doubling from \$600 a month to over \$1000, she welcomes the call for providers to be better organised with companies.

“It’s fantastic and it should’ve been done earlier than this. It’s frustration for business owners, you can’t get anywhere.