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CALL FOR LOCAL NBN OFFICE

The local IT industry group is calling on the NBN Company to set up a local office to field issues and help solve systemic problems experienced by many locals.

The recent Joint Parliamentary report and the Telecommunication Ombudsman's report both identify very real issues with the NBN rollout that demand a creative response. The mounting evidence of systemic problems with service provision to some areas should not be ignored.

The industry group is appealing to all those involved to look beyond the current situation of blame shifting between NBN, sub-contractors, MPs and the Internet Service Providers.

Central Coast START IT Inc previously conducted the country's first local NBN rollout audit in 2016. The audit highlighted the successes and failures of the local rollout in substantial detail. The audit was presented to the NBN and was picked up by the local newspapers as well as national current affairs reports at the time.
"Sadly, the positive suggestion we delivered in our report was ignored" said David Abrahams, spokesperson for the group.

The Central Coast was an early rollout zone for the NBN's full Fibre to the Premise infrastructure in Gosford CBD and surrounds. The region was also as a test zone for the Prime Minister's "faster and cheaper" Fibre to the Node infrastructure that has been contentious in the eyes of many users.

CC START IT members are among the greatest users and advocates for the NBN technology. Businesses use it everyday to develop new solutions and services to their clients and the public. However we think the massive project needs to open up it's lines of communication with knowledgeable specialists instead of shutting out supportive advocates in local communities.

The NBN co has a sizable marketing budget that constantly tells us of the upsides of the project, something the industry group thinks can be counter productive in the context of areas and customers that are experiencing real issues.
"The case for a small local NBN office is solid" says Abrahams "Redirecting some of the marketing budget to a local pop up 'NBN Help is Here' office would make sense for all involved" he added.

STOP

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