

Monday, 15 June 2026 (second paper)

To the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts,

this is my second response to the Triple Zero Legislative and Regulatory Review.

While there has been intense focus on mobile operators in relation to the reliability of provision of Triple Zero services - there is one very major carrier in Australia of emergency calls that seems to be completely ignored: NBN.

Nearly all our household landline phone calls these days are carried nowadays over the National Broadband Network (NBN).

As far as I can tell - NBN have not made reliability of services a key performance target. In my personal experience the reliability of NBN services falls well short of the existing copper phone network.

How is it acceptable that the network that replaced the existing phone network is *less reliable*? It is incredulous that we replaced a functioning phone system with something far inferior in the chase for *speed*. What good is a gigabit of bandwidth if it *isn't even working* when you have to make an emergency call?

The voice-over-IP (VoIP) telephone I have in my home office is not going to be able to dial 000 if the local power company is replacing a pole several blocks away (HFC, or hybrid-fibre coax). If I had FTTN (fibre to the node) I'd be worried any time it rained. If I had FTTC (fibre to the curb) I'd be worried any time lightning struck nearby.

While we're beating up the mobile phone networks let's bring NBN to the table and demand they make a priority out of service availability.

If we're serious about all this, that is.

Peter Payne