

**My History:** *I started work for PMG on 18<sup>th</sup> Jan 1965 and finished on 14<sup>th</sup> Jan 2004. I am now retired. I worked in the technical area in exchanges and also did field work to customer areas. From 1979 I worked as Senior Technical Analysis Officer doing analysis work which finished up doing for Australia in the Customer area of Telstra Service. Because of extra training I did in computer study I used it to improve what I could offer. In fact I worked way beyond what I learnt at tech. I obtained awards from State Manager for NSW and CEO of Telstra for work done. I was involved with a field process that gave the local area of Sutherland District WORLD's Best for faults in external plant. The customer was looked after. Process for the Sydney Olympics which showed how service was affected in areas with games operating. The process worked perfectly. It provided managers what they wanted when they wanted it. In 2004 with the cost cutting that went on I had to go to make up the numbers required. But they lost out. In fact I gave a lot more than a normal week's work which you were paid for. In retirement I have kept active with computers etc to keep myself going. I keep up to date. In fact I may in some areas be ahead of the time. The saying I use is to be PREACTIVE; that is to have work done before it is needed. It is from the very successful process I did a number of years ago in Sutherland Telstra area. Preactive use understanding and experience to operate. Most talk about PROACTIVE but I found it FAILS BIG TIME because of two aspects that are used. DELEGATION and PRIVATISATION. With this process you loose control of what is being done. I have found that for Australia I have to bring out the comments below to try and improve the communications that Australia has;*

## **NBN Submission:**

Director  
NBN Migration  
Infrastructure Deployment Branch  
Department of Communications  
GPO Box 2154  
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A lot of the problems with the NBN is from long term structure problems.

The NBN was put together with very little understanding of what was needed.

It is an area of very rapid change.

The way it works now has changed a lot. Standard of video transmission has changed.

It should be more than just a super highway for the internet in the local area.

The affect on a home should be looked at as far as

## **SECURITY:**

This includes many areas.

**Security of normal landline telephone communications** that they should be fully separate from the internet area. That NO hacking of this form of communications can occur. We live in a time where if there is a path available for it someone will use it. This form of communication MUST stay as is and if possible improve.

**We do not want DELAY introduced to these calls.** I have read the steps you state is taken to provide separation or get these calls through but how easy is it for this to be changed or hacked! Listening to a telephone call that you intercepted and using that information was at least 20 years prison sentence. Older people use the telephone as there security for life emergencies. They DO NOT have mobiles or the internet. Radio stations have problems with mobiles. They will not want NBN giving new ones.

**Question: What is the specifications of the telephone service for customers.** Is it the same as it has always been. The same amount of ring current for phones and the same number of phones that can be connected.

**Some services specifications were not the full standard that exchanges produced.** Services that had to run off supported ( line concentrator type units etc ) units. Services that came off another product often did not have the high specs.

**OLDER AREAS of SYDNEY:** Because the rollout has not been in the older areas of the like of Sydney you may have issues with the phones that are being used. Old style ATH 300 or 400 would not surprise me to still be in these areas. How will these operate. They did have a louder BELL. Some people also had extension bells. If they have not had a service call in the last 50 years the old equipment will still be there working. Will they work! Have they been tested. Is the RSP's going to CHARGE them to update to a product that does not provide them a service they have had for a very long time. Older people have problems hearing and need a special ring or they will not hear the phone ring.

**BACKUP TELEPHONE SERVICE:** One aspect that RSP's do not promote is to still have connected the old straight landline telephone.

The option of a Battery backup in the NBN unit is a FAILURE. This brick size battery is not the solution and a better solution should of come from NBN by now! What about power in the street to the NBN!

## **POWER ISSUE:**

**Communications is a EMMERGENCY PRODUCT.** For many people the telephone is a MUST. It needs to operate 24/7 and the NBN is NOT designed for this.

You put the battery backup in the home as an extra.

You cannot state that communications from home to exchange can be maintained in times of power failure.

e.g. Comment from NBN staff at Sydney Homes show stated that they plan to always have supply available. That they would site HUBS in areas where there would always be power. But they did not understand real life. Read NEXT ITEM.

## **FRIDAY 14<sup>th</sup> AUGUST 2015**

### **Sutherland Shire Power**

### **BLACKOUT 6 hours.**

The BLACKOUT affected 40,000 homes. It went from Sutherland to CRONULLA.

It is a good thing NBN had not reached the Shire except in a very small spot. Anyone with an old landline telephone still had service. Exchanges were built for this. **NBN is NOT.**

**The NBN would of caused MASSIVE PROBLEMS to the SHIRE.**

Most older people would still have an old telephone landline to use.

Communications in these situations MUST be looked at as a NUMBER 1 situation.

I was visiting a retirement home when this started. Telephone service lasted 15 minutes before battery power gave up. This is an area which I can tell you they will be looking at.

**If you were in a lift what happens with the LIFT PHONE!**

**But the NBN MUST also look at it.**

If it happens once it can happen again.

**Question: People will say mobiles to use. What backup have they got! Do they have batteries and generators on the separate towers. Mobiles based at exchanges you would expect to use power from the exchange.**

## **SAFETY**

As I have mentioned already above SAFETY is very important in a communications system For its users. It must provide a SERVICE for their safety.

## **COMMUNICATIONS**

We need to improve communications NOT go backwards. The present plan is in FULL REVERSE for a number of reasons.

: Management. It all areas are with staff who just do not understand what is needed.

Managers who think DELEGATION is the best way.

Managers who contract work they do not understand.

They do not understand the work.

They do not check work being done.

Result they do not see the problems produced.

e.g. A different area but this is a real case. I will not reveal the location to protect myself.

A job being done by a contractor on a stormwater pipe needed to have an inner sleeve sealed in a pit. The pit had a concrete area that needed to be removed. To remove the concrete they used a tractor that just shook the concrete till it broke. Then lifted it out. The whole area up to 10 metre's away shook at the way it was done. I personally observed it from across the street. Use of a concrete saw would have done the job.

It was on a footpath so I could not have stopped it. I nearly had to as it shook my driveway 7-10 metre's away.

That afternoon the staff in charge of the pipe ( local council ) turned up and wondered why new leaks were present. They had some work done to try and fix it approx. 12 months ago but it was not fixed again till last week.

This show how CONTRACTING WORK can cause MAJOR ISSUE's

What about the issue with the PIT REMOVAL around Penrith area for the NBN. That was a contracting fiasco.

In summary two major issues

# CONTRACTING and DELEGATION

If you DO NOT FIX the above you will NEVER FINISH the NBN. Because you will need to go and work on what has been installed before the rollout is finished.

Not like the 1970's where Telecom was told to put a heavy chain around exchanges, because they worked too good and the design team could not understand how good it worked here and the dream systems they had could not perform anything like what was being obtained here in Australia.

: STAFF They are the wrong staff for the job. The selection process is at fault.

Staff selected for who they are.

Staff who act before they think.

## EMMERGENCY

***Not built for Power Blackouts. How will the internet handle extreme loads.***

## ENVIRONMENT Concerns.

Sydney has many areas in which mobiles are not useful. ( Dead spots , reception )

Older people depend on the landline telephone service.

Cabling into older areas will be an issue.

Older people ( some over 60 ) risk being taken to the cleaners by so called experts on cabling and IT. RSP's also are at fault here.

I was told to contact an IT person for problems I had. I would have wasted a lot of money because with the understanding I had I found was with the RSP ( Telstra ) and the lack of communication inside the organisation.

## GENERAL PUBLIC

RSP's are treating the general public as one's who have no understanding of IT and will just pay up for services that the RSP's say they need to pay for.

As I said before they have the wrong staff structure.

They do not understand that communications in the home is changing very rapid.

**The general public need more than a fourth world support setup.**

- *Very Poor Communications line.*
- *Communications skill's poor.*
- *Do Not Tell you what they are doing.*
- *Can they be trusted being offshore.*

*e.g. For a while produced SCAM callers direct.*

- *To pay for service from Australia is WRONG.*

*Not what was agreed to!*

- *Do NOT know what they are doing. Do things they are not trained for.*

*I have had recently an issue and identified the lack of general understanding they had. I have an issue with the internet which I will not proceed with because I know they will not understand it. It is an issue with delay of internet traffic which is a local site but from a tool I had access to showed major issue's with the routing of the traffic. The internet call was routed via third party units on its way. I was making it from a Telstra service to a service on a Telstra server. It went through at least 12 units on its way. The internet looks like a big black hole. I used a very up to date microsoft trace utility. I was using it to find at the time issues I was having with the static IP on my internet service.*

## **CHANGE**

Changes Needed are;

The skills of staff not suited for the job.

You need staff who think before they act;

What we have is staff who ACT and do not think what they are doing.

They want to show to everyone that they are PRODUCTIVE.

We have people who want work that pay big money without the effort in Learning and understanding the job and dedication to the job.

### **They often want managers jobs where they can DELEGATE WORK:**

- This has issue's with field staff.
- The amount of REWORK RISE.
- Poor Workmanship.
- Common comment in many areas that trade staff do poor work.

They upset field staff because;

- They on to them all the time telling them to finish jobs because of other work they have to be done.
- They do not get clear directions from the managers.
- Things get missed.
- Upset the staff in health issue.
- They are not productive.

### **Why are we in this position:**

The push over a number of years for Higher level staff of NBN and RSP's.

They may have degrees or other qualifications but they are not suited for the jobs they are doing.

### **Result of government actions over a number of years.**

- **First the deregulation of Telecom.**
  - **Because of the high profits of Telecom many BIG BUSINESS's wanted a share of it.**
  - **They did not understand Australia was so different to areas like the USA and EUROPE.**
    - **At the time 2 MAJOR Cities produced major Profit.**
    - **The rest of the country had to be supported.**
  - **The BIG BUSINESS wanted the PROFIT areas but NOT the unprofit areas.**
- **Second the Full privatisation of Telstra.**
  - **Telstra being forced to give access to others.**
- **Placing key areas in new departments that cannot handle the job.**
  - **High administrative areas moving to areas with no understanding of the true issue's.**
- **Start of the NBN and structure introduced.**
  - **Plan with no thought.**

- No understanding of communications.
- That it is more than the NBN Highway.
  - It is the end user.
    - Home
      - It is changing.
      - New devices.
      - What we do at home.
      - What is on the internet.
      - The business we carry on from home.
        - Banking
        - Internet Shopping
        - Emails
        - Security Cameras
        - Remote access information
        - Access work information
        - Etc
    - Business
      - Emails
      - Business Activities
      - Security
      - Remote Access
      - Etc
  - NBN
  - INTERNET WORLD WIDE NETWORK.
    - Growth in Services
      - New Services MASSIVE INCREASE
        - VIDEO Streaming etc This needs to be looked at very carefully. The load this traffic will put on both the NBN and internet need to be understood. New methods of distribution will be needed. E.g. Windows10 upgrade had to go to a stage release to prevent melt downs. Just look at what happens with BIG INTERNET SALES. The internet jams. Storage servers may be required to hold common



data to assist. E.g. Video streaming done from local servers that will take the traffic away from international internet links. We would not want 100,000 or more in Australia downloading the same video in HD from the USA at the same time. The above would protect the internet against this. Problems on the internet would reflect back to the NBN.

- The shift to just **SELLING PRODUCTS** not **SERVICE**.
  - The problem today is the focus on just **SELLING** not **SERVICE**.
- The **NBN PLAN** has **MAJOR** issues

#### **RSP Telstra Problems**

e.g. Telstra having Residential support fully offshore.

Using staff lacking skills to do job.

Staff not understanding what they are doing and giving wrong information.

e.g. I had a recent case of Router problems with an ADSL line with Telstra. I had to complain to the TIO. The final reply to the TIO by Telstra gave the indication that it was a faulty router and I was wanting a service more like a business service. They gave statements which I found out were wrong since.

The router supplied would not provide the service I wanted STATIC IP to provide incoming internet calls to a PC I am using as a server. I had to replace it with one I bought and after a few tests have found that it works fully. I was told that the router software or password could not be changed. I found out that network staff working on updates can force changes through. This would change the userid and password as they reset the unit to get the update through. Front of house manager at a Telstra shop refused to accept it and treated me with being over the top. With the tests I have done now I will be back in touch with the TIO to state the truth about the situation and that the results from the Telstra support has major issues with it.

It show we do not have the right staff doing the job.

Having problems with the NBN and calling the overseas call centre will be an issue big time.

They do not understand outstanding issue's.

Telstra support in Australia not that much better in some areas.

### **Overseas Call Centres are a MAJOR Issue:**

Call to FOXTEL Support asking for telephone number for FOXSPORTS I found finished up with them resetting my FOXTEL payTV box. I never mentioned the payTV box at all or the service.

### **TELSTRA SUPPORT**

With Telstra it appears they just work from a sheet and that is it. They very much show they do not know what they are doing! They will go where they should not go. I have a router which they made useless this is in addition to the one above. I have three routers not being used. One of these I had to pay for.

### **NBN QUESTION:**

***Does the NBN network have power backup between homes and exchanges.***

I asked a NBN person just over 12 months ago and the reply was that they would have no problems because they get feeds from more than one source.

e.g. Last Friday in Sutherland Shire ALL POWER was lost from approx. 10am to 4PM.

There would have been NO back up supply to most areas. If you do not know it the area has approx. 40,000 Homes.

The OLD Telstra Network would have continued working as good as gold because of exchange batteries and emergency power supply generators that would of cut in. They could take the load for that time.

One issue I do have is people were not told to keep the old phone connected for these occasions. It is another case of ones taking on jobs that they do not understand.

Most roll out in Sydney is in new areas. Old areas will bring a lot of problems. The RSP's are putting the costs to the customer to have wiring redone. Most phones would not be in ideal positions for the NBN box. This is a very serious issue which will reflect on the government. Older people will find it hard.

Loss of NBN connection many areas will loose communications because in Sydney we have many dead spots for mobile phones.

Street cables will be a problem in many areas. Underground cables that have damaged conduit will be an issue.

I can see some areas not being done for a while.

**Placement of NBN device in areas**

**with FLOOD PRONE designation will be an issue.**

**Placement of connection and box will be an issue.**

**Also What about ACID SULPHATE SOIL'S.**

**Has the process's been worked out for these areas.**

**It is a HEALTH risk and risk to metal. How is optic fibre in these areas.**

**NBN LEADIN** to property where there is underground electricity and telephone services need special process in areas with Acid sulphate soil and have flood prone designation in the area and also where there is concrete driveways etc.

**A full description of requirements and full consultation with owners would be needed well before any work is done near property.**

**I have read your documents and there is a number of questions on how a lead in would be done. The RSP's ( Telstra ) comment of just sending a kit and you have to pay for extra wiring will not go with many people.**

**This would be the case if the work is contracted out as I do not trust the contractors they use for work on lead in's recently. One case almost finished up with killing another worker. This happen where they pushed on a heavy concrete letterbox not looking where it was. It landed in a hole 4 days later just missing a council worker.**

**The NBN is indicated as the way of the future but it does have so many issue's, they need to be addressed. They are issue's that need to be attended to in Australia NOT offshore.**

## **SCAM calls and NBN**

**All Australians are fed up with all these SCAM telephone calls and SCAM emails that come through now. They are making them very clever to hide the fact that they are a scam.**

**What I have said before. We need a national secured database based and controlled from Australia which obtains call data live and be in a position to do immediate tracking of suspect calls. That calls that are identified as scam from overseas are barred from entering Australia. ( A customs type barring ) Australians who suspect a call is scam can report it and action would then be taken live if proven. This should be built into the NBN structure. This would assist normal Australians and government areas. E.g. It would prevent or identify hackers trying to access key areas in Australia.**

**From**

**Grahame Barclay**

**20<sup>th</sup> Aug 2015**