



*Date: 05/12/2019*

*Dear Sir*

*It is very disappointing that there is no direct point of contact when dealing with NBN.  
(But TIO, ACCC and ACMA is passing me onto someone else and the reason is it's not their jurisdiction)*

*I have stated to various council to follow the VC-81 form and the council guidelines for subdivisions but it goes on deaf ears.*

*Council need better training, or clear black and white written information on registered carriers and service providers and their roll in the industry.*

*Carriers and service providers have huge problems breaking into the industry as its still ALL controlled by Telstra and NBN Co.*

*NBN Co preferred contractors are Telstra's subsidiary company called Tandem Pty Ltd.*

*This is what is happening in the industry at the moment and a blind eye is turned all the time.*

*I request an even and competitive playing field in the telecommunications industry for ALL carriers and Service providers..*

- 1 NBN Co will not recognize registered carriers and acknowledge the civil infrastructure they have built for their developers/Builders and Clients.  
(At the moment NBN Co will NOT acknowledge a registered carriers civil infrastructure build even though it complies with the Communications Alliance ACT: G645/2017) But NBN will connect customers once the customer has paid a contribution fee charge( even though the Civil infrastructure is not constructed to regulations or standards).*
- 2 NBN Co is Insisting ALL Developers/Builders and Customers register their projects on the NBN Co web site where the customer is forced to part with their credit card details so NBN Co can charge a contribution fee even though the Infrastructure has already been FULLY constructed by a third party carrier.(NBN co states that the customer has freely given their credit card to be charged) but the NBN application cannot be fully filled out without the customer's credit card details.*
- 3 If a Builder/ developer or Customer does not register his project with NBN Co on their website then NBN Co is refusing to acknowledge the customers building project address and is refusing to connect the customer.*
- 4 Telstra as a service provider of a last resort is refusing to connect the customer to a working service because Telstra states the customer did not registered on NBN Co website and is refusing to recognize the property address. But once the customer registers with NBN Co on their web site and parts with his or her credit card details then it supposedly goes through a lengthy process and is recognized by Telstra (it's just a delay for no apparent reason but purposely making the customer part with their credit card details and then a lengthy wait)*
- 5 NBN co and Telstra are refusing to connect the customer and using the excuse it's not their area.*

6 *EVERY third party carrier and service provider MUST use a Telstra technician (Telstra's subsidiary company Tandem Pty Ltd) to connect their customer to a working service. But if the customer does not sign over ownership of their newly built infrastructure Telstra will not connect them to a working service and also will NOT allow access to the telecommunications exchange, and refusing to allow access to any vacant copper cable pairs which could be used to connect the customer to a working service.*

*My recommendations are the following*

*NBN Co MUST have a porthole on their web site where registered carriers can log in and register their FULLY completed Civil jobs with NBN Co and NBN Co recognises the Carriers fully constructed infrastructure project and the customer's property address so the customer can then contact any service provider of their choice to connect their service.*

*NBN Co cannot charge a contribution fee to the customer/Builder or developer if the infrastructure has already been paid by the Customer/Builder or Developer to a third party carrier who will FULLY complete ALL the required work within the customers time frame to the Communications Alliance ACT: G645/2017.*

*Telstra MUST not be allowed to request every customer sign over ownership of their newly constructed infrastructure and also have the monopoly to connect each and EVERY customer to a working service, Telstra must allow access to the network exchange by any fully qualified person or technician to connect the customers and access to any vacant cable pairs that should be accessible to ALL carriers and service providers to use.*

*NBN Co MUST ONLY deal with registered carriers and service providers and should not deal or communicate directly with councils where NBN can enforce the council to only recognize NBN Co own recommended third party carriers and service providers where they are the only ones who can sign off any certifications with councils. (Councils should only follow the legislation and the VC-81 form.*

*All carriers and service providers must have the ability to directly contact other carriers as well as service providers so any issues can be solved immediately so the customers or the end user can get a working service in the shortest possible time.*

*Yours Sincerely,*

*Dragon Stojanovic*

*Director  
EuroTel Pty Ltd.*