



Andrew Wilkie MP
INDEPENDENT MEMBER FOR DENISON

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The Hon Malcolm Turnbull MP
Minister for Communications
Parliament House
CANBERRA ACT 2600

Dear ~~Minister~~ *Malcolm,*

You would be aware that many households and businesses in Tasmania have been disconnected from the copper wire network with the anticipation of a switch to the new NBN. However, for a significant number of these the change-over has yet to occur resulting in inconvenience to households and a crisis for businesses.

I know of one disconnected trader, for example, who out of necessity and desperation has been trying for over four months to run her business on wireless internet and a mobile phone. I am advised the lack of ADSL broadband has been devastating for sales.

It is simply not acceptable that customers be treated in this way. If NBN Co are unable to quickly join customers to the fibre service then the copper wire should be temporarily re-connected. If there is some contractual arrangement between Telstra and NBN Co to prevent it, then that needs to be put aside immediately.

I fully support the national replacement of the old copper wire network with high-speed fibre. But there are clearly teething problems and all I ask – all my constituents ask – is that common sense prevail.

It is ludicrous that, for want of a straight-forward Telstra reconnection, one customer can be without a service while the neighbours are happily receiving ADSL broadband.

Yours sincerely

Andrew Wilkie MP
Independent Member for Denison