

Inquiry into NBN access pricing

Mis-reselling of NBN by TPG

To nbn@accc.gov.au.

The wholesale product is being mis-sold by resellers such as TPG.

HFC is being sold as fibre when I reconfirmed TPG that it was fibre they said yes it was fibre which any customer would take to mean FTTP I was also being sold as an upgrade despite the fact we would lose our reliable PSTN phone that would work during power outages. It was to be replaced by a VOIP phone that would be dead during any power outages which have been regular in our area. TPG have no battery backup however I am unsure if NBN HFC works in an emergency TPG were no help here. The phone line will be LESS RELIABLE as unlike the copper line we will lose phone service EVERY time there is a power outage

In my case with TPG Hybrid Fibre Coax was being sold as fibre by TPG. By that measure every internet connection in the world is Fibre Optic as at some point they go through a Fibre Optic cable.

Hybrid Fibre Coax IS (Copper+Coax) it is using the exact same 20 year old final infrastructure as 2007 Optus, they are both Hybrid that is a mix of technologies of RF over a final bottleneck of old technology copper coax fed by a fibre.

I have asked TPG to respond to the above they have not done so.

NBN may be providing an unsatisfactory technology for resellers to sell after all the hype of the NBN. However that does not licence them to mis-sell a product

In the NBN access pricing the NBN must clearly mandate what each technology is to be called by resellers this must be clearly indicated in their wholesale T&C's and It must clearly prescribe to resellers that for example HFC can not be sold as fibre

We originally had TPG ADSL and was called and emailed that we were getting an upgrade to NBN

I was reluctant to do this because up until recently we have only been offered HFC RF cable modems this was a technology I tried in 2007 and rejected it in 2007 the technology also made emergency calling during a power outage not possible, this case was raised with Optus the provider at the time. We are now in 2020

HFC The technology is almost identical to the 2007 Optus technology. In fact even in 2007 they were using their own proprietary fibre optic in the same head-end street boxes that the NBN has co-opted and the very same wires

It was misleading to call it an upgrade as we would lose the copper telephone line which **worked for the week and a half when we had no power after a local storm and dutifully during the bush-fires, when the local cell mast eventually lost power, our copper POTS telephone worked through out it.** This loss of telephone during emergencies would be considered a risk and a downgrade. There is no battery redundancy for the telephone with TPG NBN.

As outlined above it was misleading for this reseller to call this an upgrade it was a downgrade.

Sincerely Gerard Hosier