



ELIZABETH WATSON-BROWN MP
FEDERAL MEMBER FOR RYAN

11 November 2022

The Honourable Michelle Rowland MP
Minister for Communications
minister.rowland@mo.communications.gov.au

Mr Stephen Rue
Chief Executive Officer of NBN Co.
info@nbnco.net.au

Dear Minister Rowland and Mr Rue,

I'm getting in touch with you both regarding the government's commitment of full-fibre upgrades for 1.5 million new premises across the country as part of on-going NBN upgrades. I note that 240,000 of these new premises will be allocated to Queensland, and I wish to urge you to ensure full coverage in the electorate of Ryan in the western suburbs of Brisbane.

Rather than a luxury or an optional service, decent internet is crucial to living in the modern world, and as such all Australians deserve access to fast and reliable internet. The electorate of Ryan is home to many thousands of people who rely on the internet for their work or for running a small business. I note that the west side of Brisbane has a higher than average proportion of people who are employed in professions such as IT and tech, often requiring them to work from home.

Unfortunately, since being elected in May this year, I have had a large number of constituents inform my office of problems with their NBN connection that go beyond poor service, with speeds below 25mbps and frequent dropouts, making NBN unworkable for them. Many of them have found NBN Co and Telstra incapable of resolving their problems due to antiquated infrastructure like poor copper wiring, and they have reverted to using other, sub-optimal technologies like mobile broadband.

I therefore request that you:

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Authorised by E. Watson-Brown, 188 Moggill Rd, Taringa, 4068.
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We acknowledge and pay respects to their elders past and present. Sovereignty was never ceded.



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- Ensure all suburbs in the electorate of Ryan that are currently utilising FTTN, FTTC, or satellite and are not on the existing upgrade rollout plans be added to this new upgrade rollout. This includes Bardon, Brookfield, Upper Brookfield, Kenmore Hills, Mount Coot-tha, Pinjarra Hills, Pullenvale, and Toowong;
- Conduct a full review of streets and premises in other suburbs in the Ryan electorate currently on FTTN or FTTC and not on the existing upgrade rollout plans, and include them in the new upgrade plan;
- Investigate all HFC connections in the area and ensure adequate repairs and upgrades are provided, upgrading to FTTP where HFC cannot reach adequate speeds or reliability;
- Where FTTP upgrades are genuinely impossible, ensure functional alternative technology is made available, achieving as similar possible speeds and reliability as FTTP;
- Substantially speed up the timeframe for delivery for these additional upgrades. I note that the current estimated timeframe is for delivery by the end of 2025, which is an unreasonably long period of time for people to wait for functional internet.

I believe that these upgrades would significantly improve quality of life, business growth and productivity of people working from home on the west side of Brisbane.

Please do not hesitate to contact my office on 07 3378 1599 if you would like to discuss this matter in more detail.

Kind regards,

Elizabeth Watson-Brown
Federal Member for Ryan

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