

[REDACTED]

From: Arthur Marsh [REDACTED]
Sent: Wednesday, 20 July 2016 2:51 PM
To: Harding, Scott
Cc: [REDACTED]
Subject: Missed appointments - NBN Co's proposed Special Access Undertaking variation

Dear Mr Harding, one of the legion failures of the present NBN processes is a lack of accountability for NBNCo and their employees and contractors missing appointments with end users who may have had to take time off work to attend such appointments.

I am also concerned that despite the Shareholder Ministers' Statement of Expectations for NBNCo and mention in the NBNCo 2014-2017 corporate plan, there has been no further discussion of battery back-up options for non-FTTP NBN services.

If you need supporting documentation for my claims, please let me know.

Regards,

Arthur Marsh
[REDACTED]
[REDACTED]
[REDACTED]