In April 2016 I was able to shop for an NBN connection. I spoke with my service provider who was not price competative at the time for a 100/40 connection, but they were for a 50 Mb/s connection. I spoke with **[Redacted]** and in that time the sales agent did not address the fact that my connection would be FTTN (VDSL). He then proceeded to sell me a product with a 100/40mbs service. At the connection of the service I was advised to test the speed - The result a consistent 36mbs across multiple data and via a wired connection. After multiple calls to **[Redacted]** staff including assurances that I had been successfully connected at 100/40 I was put through to an NBN service technician who stated "you are on FTTN and the maximum speed that you will get is about 40mbs."

I then had to call **[Redacted]** at every bill afterwards and go through these facts again with "technical" agents assuring me that I was connected at 100/40mbs and then being maditorialy run through "troubleshooting from an automaton worksheet and contrary to my assurances that there would be notes on my account which negated the requirement. In this time I have also experienced multiple drop outs with per week and service disruption which was disruptive to my Wife's home run photographic business.

During many of these conversations I expressed my concern and dissatisfaction that I had been sold a product which could not be supplied on the FTTN infrastructure and asked to have the complaint escalated. I was offered call backs, which did not eventuate until recently. All interactions have left me with the impression that at a business training level none (including the tier 3 complaints agent) do not understand that just because a customer is signed up for and paying for a 100/40 mb/s service they can never be provided greater than 40mb/s - I expressed that it must be illegal that FTTN connections are not flagged in this manner. If agents are not trained about infrastructure shortcomings, then systems should protect customers from it.

I am sure I am no different to many other victims of this deception, but please feel free to contact me if required.

**[Name Redacted]**