NBN Reference Number for complaint lodged 6/09/2016.

**[Number Redacted]**

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| Dear **[Name Redacted],** |
| Thank you, your enquiry has been successfully submitted. |
| Your reference number is **[Redacted]** |
| We will endeavour to respond within three business days. |
| **Your enquiry details**   |  |  | | --- | --- | | Enquiry type: | Complaint | | Address: | **[Redacted]** | | Suburb: |  | | Postcode: |  | | State: |  | | Country: | Australia | | Question/comment: | December 2015 I joined Activ8me and requested to be connected to Sky Muster as my internet had stopped working due to the Nathalia Optus tower being altered in preparation for the NBN. It was the to be installed early February 2016. The day before it was to be installed I received a phone call from **[Redacted],** (the contracted installer), informing me that they were coming out the next day instead of the designated day. (3 days later). I informed them that as I was receiving cancer treatment in Melbourne I would not be home. Hills then informed me that the install would be postponed til May ! I was not happy with this information but as I had no choice I accepted the next date which was the 23d of May 2016. this instalment date was cancelled 2 days prior to the 23d by **[Redacted],** by a very rude operator over the phone and subsequently reschedule to the 25th of August 2016 ! This install was again cancelled by **[Redacted],** on the 23d of August and rescheduled for the 20th of September, 20 16. On Monday the fifth day of September I was again called by **[Redacted],**, (this time a pleasant lady) and informed that the install had again been cancelled and rescheduled for October 6th. All these postponements bar one have been rude and very terse calls with no understanding or consideration of my plight. I have now been virtually without internet at my home since the 3d of December 2015! A total of 9 months. It is very difficult to believe that an installation will actually take place on the 6th of October ! I am angry ! I have had to shut down a work from home Solar business because of the fact that it was inoperable without internet ! I want action and I want my NBN installed without any further delays ! | |
| Please contact us via email at [complaints@nbn.com.au](mailto:complaints@nbn.com.au) or **1800 687 626** if you need to provide additional information related to this enquiry. |
| Your personal details will be used in accordance with **nbn's** [Privacy policy](http://www.nbn.com.au/Privacy). |

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| Best regards, |
| **nbn** |