Whitepaper:

When the Problem with the NBN is not the NBN

Authors: **Jeff Peak, Kim Blacker**
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Many NBN problems are not due to the NBN network itself. This White Paper investigates how important it is to select the best NBN Service Provider, and the most common NBN technical issues customers experience and how they can be resolved.

Stop 'Passing the Buck' & Take Responsibility for the Issue

The NBN is by no means perfect due to the complexity of the network, mix of technologies and use of legacy infrastructure, however many 'NBN Issues' are not due to the NBN network itself.

One of the main frustrations experienced by NBN customers is getting someone to take responsibility for resolving NBN related issues and not trying to 'pass the buck' or blame another party. The end result of the blame game is that the customer gets frustrated and loses time and money talking to multiple call centres trying to get the issue resolved.

The Service Provider's technical teams have access to detailed network information however the problem is that most customers get caught up and frustrated talking to call centres (many overseas) who are not technical and, in many cases, their main suggestion is to reset the NBN modem or recommend that you call the other party (the NBN Co)!

Therefore, the best solution is often for an experienced technician from a Service Provider like Peak Connect to take responsibility for your issue, investigate it, visit site if needed and resolve it. Unfortunately, most Service Providers have no technical staff located locally and try and handle everything from a call centre or web chat.

The Most Common NBN Issues and Resolutions

The following table lists the most common NBN services issues and how the customer's Service Provider can rectify them.

Issue	Resolution
Quality of NBN Modems	The NBN Modem is a critical element of your NBN service, however many Service Provider's offer low cost modems as standard. The inferior performance and WIFI coverage provided by low cost modems impacts Internet and phone performance. Peak Connect supply high quality modems and we have seen some customers switch to us and achieve a several fold increase in Internet throughput (e.g. download speeds) just from using a higher performance modem and being with a Service Provider that has a lower average traffic load (See 'NBN Load Factor' below).
Location of the NBN Modem	Everyone's business or household premises is different and even the highest performance WIFI modems can sometimes struggle to provide adequate coverage due to the location of the modem and type of building. If a customer appears to be experiencing WIFI issues even when using a high-quality modem, a Peak Connect technician visits site and uses specialised test equipment to identify the ideal location for the modem. During this visit the technician can also advise whether WIFI Extenders should be used to further improve WIFI coverage and performance.
NBN Load Factor	Service Providers or their wholesalers chose to operate (for cost reasons) with different average Internet traffic loads on their NBN interconnect (CVC), for example, one might choose to operate at

Issue	Resolution
	60% and another at 90%. At peak times, customer Internet speeds may drop as the Service Provider's purchased bandwidth becomes overloaded and this is more likely to occur for customers on the network with 90% average loading. Peak Connect addresses this issue by using NBN suppliers that operate with a relatively low traffic loading factor.
Incorrect NBN Connection & Provisioning	There is often a stand-off between NBN Co and a service provider with NBN Co claiming that they have connected and provisioned the NBN service to the allocated point, and the service provider claiming they have not. The poor customer is caught in the middle waiting for the issue to be resolved. The issue is normally due to human error or poor communication. Peak Connect has found from experience that the quickest resolution is for one of our technicians to visit the site and quickly check everything is OK. We have seen instances where an issues has gone on for weeks and months, however our technician has identified the issue within minutes and the customer has then been up and running on the NBN within a few days.
Cabling Issues	Your NBN Service is often impacted by the quality of the cable from the NBN access point (especially with FTTN and FTTC technologies) to the customers premises and then within the customers premises to the NBN Modem. The issue can quickly be identified by a site visit from a Peak Connect technician who can identify the problem, the responsible party, and arrange rectification works.
Intermittent - Performance Degradation & Service Interruptions	Intermittent issues are very difficult to fault find and resolve remotely by a call centre as they normally never happen when you are talking to your service provider, or they need onsite monitoring. Peak Connect developed our own unique DigitalFlux Monitoring Solution to capture, log and help us diagnose NBN issues issue in real time. We then take the stress and hassle away from our customers by taking responsibility for the issue, deal with any upstream service providers (e.g. NBN Co) and provide regular updates to customers until the problem is resolved. No longer do our customers need to be on the phone for hours on end, being

Issue	Resolution
	transferred several times before their problem is even diagnosed, much less fixed.
Service Provisioning	We have all heard the horror stories of customers experiencing service interruptions that can last for days or weeks when transitioning to the NBN, often due to coordination issues between your service provider. Peak Connect strives to provide seamless NBN transfers by coordinating the whole process and setting up dummy telephone lines to handle calls during the transition. The end result is a faster and smoother transition that results in customers not missing important telephone calls and Internet access.

For more information on Peak Connect
please call us on (02) 6324 5555) or visit www.peakconnect.com.au