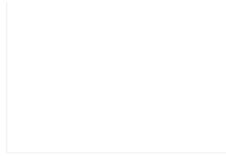


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Friday, 22 April 2022 5:00:12 PM



Your details

Title Mr

First name Daniel

Last name Morrison

Email

Postcode 2487

Submission details

I am making this submission as A resident in a flood-affected area

Submission type I am making a personal submission

Consent to make submission public I give my consent for this submission to be made public

Share your experience or tell your story

Your story While we were lucky in that our property was not directly affected nor damaged by the flooding, we were impacted heavily due to the NBN outage in the area.
Both my wife and myself work from home and must have an internet connection. While I can understand the difficulties faced in restoring an internet connection after a major disaster, I

would not expect in a developed nation like Australia it would take TWO WEEKS before connection could be restored. Additionally, the mobile phone outage in the area compounded the situation, and if an emergency situation were to arise I had zero confidence that I would be able to reach triple 0 or emergency services.

There must be an investigation into the NBN outage, why it took so long to rectify, why there were no backup plans, contingencies, rerouting or cutovers to other nodes. The contractor who manages the Woodburn site should be investigated, penalised where appropriate and/or their contract revoked.

Terms of Reference (optional)

The Inquiry welcomes submissions that address the particular matters identified in its [Terms of Reference](#)

Supporting documents or images
