



MEDIA RELEASE

POTENTIAL NBN DOOR-TO-DOOR SCAM

(FOR IMMEDIATE RELEASE)

Hobart, TAS, 14 July 2011 – Tasmanian householders are being warned to look out for door-to-door salespeople purporting to sign them up for the National Broadband Network, despite services being currently available in only a few locations.

Consumer group **Digital Tasmania** has received a detailed report of a possible NBN door-to-door sales scam in Hobart. The salesperson was wearing a jacket with the logo of a major telecommunications company and implied that the customer could only get the NBN with that company.

Incorrect assertions were also made about the current speeds of ADSL and future NBN speeds available to the householder. The salesperson also appeared unfamiliar with suburbs in the area.

Digital Tasmania spokesperson Andrew Connor advised "NBN services are currently available in only 3 locations within Tasmania, with another 7 commencing late this year through to mid-2012".

The area in which this incident was reported is not due to receive NBN services until stage 3 of the rollout, which is yet to have a construction start date let alone service availability date announced.

Mr Connor said "Consumers should not shun the NBN due to this incident, because there are always unscrupulous people who take advantage of large programs, especially when awareness is low". "Announcements concerning agreements between the NBN Company and prominent telecommunications companies have taken place recently, but the fact is that NBN services will be available from many service providers, not just their current provider" he continued.

As a general warning, consumers should carefully consider entering into any long-term contracts for communications services because technology and competition often change quickly in this industry.

Digital Tasmania suggests that if someone experiences any door-to-door sales offer to:

- Obtain details in writing of the offer and person/company making the offer.
- Do not pay anything with cash/card at that time.
- Check with Consumer Affairs (Tas) or the company purporting to offer the service.
- Let Digital Tasmania know if they have had an experience like this.

More information

- Consumer Affairs & Fair Trading Tasmania – Phone 1300 65 44 99
www.consumer.tas.gov.au look for "Unsolicited Consumer Agreements"
- NBN Co – Phone 1800 881 816
www.nbntasmania.com.au look for "Coverage Map"
- Australian Government Scam Watch – Phone 1300 795 995
www.scamwatch.gov.au
- Digital Tasmania – Phone 0432 870 881
www.digitaltasmania.org

About Digital Tasmania:

Digital Tasmania is a consumer action group, created in 2008 to give a voice to the views and needs of Tasmanian consumers in the digital age.

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For further comment or to schedule an interview, contact Digital Tasmania on 0432 870 881, or email media@digitaltasmania.org