Aurora FTTH Questions/Issues
ACA residents meeting at the Aurora Café General Store
Saturday 20th August 2011

- Residents would like to keep their existing telephone numbers – how can this be addressed? Maybe Arise could release the numbers.

- Will VicUrban compensate residents for change of phone number that affects their business cards, letter head and website updates?

- Residents disagree with point 7 of the FAQs – they believe that relevant legislation requires the carrier equipment to be located on the outside of the home. Having this equipment inside the house means that the resident becomes responsible/liable for this hardware (as per point 10 of FAQs). How can residents be responsible/liable without a key to the box, and would prefer carrier equipment to be on the outside of the how.

- Residents want keys to the boxes inside their homes and argue there are certain components within the box that VicUrban should not be controlling according to relevant legislation.

- Some residents in Stage 14 have had FTTH infrastructure fixed but have been told by the contractor that performed the works that it probably won't be appropriate for TV and they will have to come back and update it again. Is this true? Are there issues that can be addressed now?

- Depending on the plan that a household signs up to, they may have to pay $329 set up costs. This changes depending on the retailer and increases with the cost of the plan. Residents do not feel they should have to pay this as they have already paid set up costs with Arise. (eg Jody Charles jody.charles@gmail.com)

- If you want just a phone line (not internet) there is only one provider that offers this arrangement – this is a monopoly and not fair according to residents.

- Residents feel that any FTTH issues should be communicated before settlement is made and also before they sign hand-over paper work for their new home.

- Are residents meant to receive a FTTH Compliance Certificate from builders? Residents were worried that they have not received such a certificate.

- Apparently FTTH infrastructure cannot handle 100 mega bits and residents are purchasing plans for this amount that cannot function within the existing infrastructure.

- If residents in Stage 14 haven't locked into a plan by Tuesday 23rd August as suggested by the letter, is this a problem?

- Residents do not believe that VicUrban should be taking the role of internet connection passwords and set up processes. This should be the responsibility of the residents – residents want to control their own passwords.

- Residents are generally not happy that there are only two providers – I explained this is not under VicUrban's control.

Written by Taegan Hannah