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Australian Government

**Department of Infrastructure,
Transport, Regional Development,
Communications, Sport and the Arts**

Ref: MC26-001172

Ms Fiona Yeum
Acumen Strata Management
PO Box 455
Newtown NSW 2042

via: fiona@acumenstrata.com.au

Dear Ms Yeum

Thank you for your correspondence of 22 January 2026 to the Hon Anika Wells MP, Minister for Communications and Minister for Sport, about the internet outage in the Prince Henry at Little Bay community. The Minister has asked me to reply on her behalf.

I understand that this issue has been frustrating and inconvenient for the community. The Department of Infrastructure, Transport, Regional Development, Communications, Sports and the Arts has engaged with Opticomm about the issues that the Prince Henry at Little Bay community have been experiencing. The outage in the LBN Co network (another statutory infrastructure provider (SIP) owned by Uniti Group, which also owns Opticomm) at the Little Bay Estate was initially caused by a power issue resulting from tripped breakers. While power was restored promptly, the incident revealed subsequent hardware failure, which required replacement equipment to rectify. Opticomm advises that the service has since been fully restored, and there are no ongoing issues affecting services in the area.

Opticomm also advises that there is planned maintenance outage for the Little Bay network that is scheduled for 24 February 2026 at 4:00am, with an expected duration of approximately one hour. This maintenance is part of ongoing performance optimisation work. Whilst regrettable, unplanned outages may occur from time to time due to a technical issue or fault, or because of damage caused by events such as storms or floods.

Under legislation, all households and businesses have guaranteed access to high-speed broadband under the SIP regime. NBN Co is the default SIP, but other carriers, such as LBN Co, provide services in developments such as yours where they have been contracted by the developer to provide services.

Regardless of which carrier is the SIP, all SIPs have obligations to connect premises to high-speed broadband networks and supply wholesale services that can support retail

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broadband services with peak speeds of at least 25/5 Mbps. Given the high costs of deploying fibre networks, typically only one such network is deployed, but NBN Co or other network operators can make a commercial decision to overbuild existing networks at times.

The ACMA is the regulator, and it has the power to investigate systematic issues with telecommunications providers services. The *Telecommunications Act 1997* provides it with powers to take enforcement action, including investigate breaches, impose sanctions and penalties for non-compliance. The ACMA also specific powers with respect to enforcing SIP obligations. As LBN Co is the SIP for your area, you may wish to raise the issues you are having with your SIP with the ACMA.

Regarding the issues raised about access to mobile services in the area, the National Audit of Mobile Coverage has crowd sourced data available for the Little Bay area. Whilst signal strength is generally excellent in the area, latency is more variable. Latency is most vulnerable to congestion, which can affect mobile services at peak times. For a more detailed investigation of any mobile issues in the area, the Mobile Network Operators (MNOs) would need specific phone numbers of the services that are experiencing connectivity issues.

If residents continue to experience issues with their mobile or broadband services and have sought to resolve a complaint directly with the retail service providers and are dissatisfied with the response, residents can raise the matter with the Telecommunications Industry Ombudsman (TIO). The TIO is a free and independent alternative dispute resolution body for consumers with complaints about their telephone or internet service. The TIO aims to settle disputes in a fair, objective and non-bureaucratic way, having regard not only to the law and to good industry practice, but also to what it considers is fair and reasonable. The TIO can be contacted via its website at www.tio.com.au/about-us/contact-us or on 1800 062 058.

Thank you for taking the time to write and I trust that this information will be of assistance.

Yours sincerely



Loretta Power
Director
Universal Services
Communications & Markets

23/02/2026