

2021 Regional Telecommunications Review

Submission by:-

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To Whom it May Concern

When I moved to Skipton in 2013, I wanted a wired internet connection and as I was already an account holder previously with Telstra I enquired through them and was subsequently able to secure one. Later, talking to locals, they seemed incredulous to the fact that I had been successful as some of them had been trying for ages to secure an ADSL connection, most had been relying on some sort of connection via the ether.

I thought this rather strange, and at the time, being a member of the town Progress Committee, decided to enquire further what the problem was. Eventually I was able to ascertain that there was insufficient connection capacity at the exchange and despite many attempts to have something done about it, nothing had transpired. It was only after gaining the intervention of the local Federal Member of Parliament that something was done, and more people were able to connect. (Incidentally, it would appear that the only company that can supply a wired broadband internet service in the area is Telstra.)

When the NBN was mooted, it was my impression that both sides of parliament had promised that householders would be connected to it by wire. Either by fibre-optic cable from the exchange or by existing copper wire. Thus, I followed the installation of this service on the maps provided by that organisation. I was astonished to find, as time marched on, that where I lived – Skipton, was a little island of non- connectivity while all around, connection was available. Finally, it was announced that Skipton could get the NBN but only if they subscribed to companies, one had never heard of who utilised a satellite to get it. I like a number of other residents, was reluctant to changeover from ADSL to NBN because (a) it would mean signing up with a company whose reputation I knew little of (b) disassociating myself from Telstra and having to change to a new email address and advising everyone of it (c) only using the internet during off-peak times – viz., 2.00am when the rates were reasonable.

I wrote to the Federal Member recently as to why we weren't to get a wired or wi-fi type connection to the NBN in Skipton and he replied, in essence, that it was too expensive. Apparently, we would need another tower built here – even though we already have one which works the mobile telephones? I think this should all be investigated as most of the Skipton population have elected to stay with the ADSL service they already have.