

Location: [REDACTED] Dural NSW 2158

1. A connection with NBN was not offered or is currently not available. Fiber to curb would be the preferred option.
2. We have been told that a wireless connection will be offered after a local tower has been built. That was 5 years ago. So unfortunately we are still with Telstra on broad band. We dislike it badly and consider to get rid of Telstra all together.
3. Our best internet speed is just 2.2 mbps for the past 30 years, as we are too far away from the last exchange and on copper wire. Impossible to work with it during Corona lock downs, as it slows down even further. It is also by far too slow for online Television. Telstra offers only an expansive monthly service package with 100 GB internet land line connection, even with that speed there is no way to consume it in a Month. Going on hotspot with my iPhone gives me easy 25 mbps wireless. We do that for backup.
4. The landline is interrupted frequently due to bad weather, falling tree branches or whenever someone works on the wire connections. Service request calls are picked up in the Philippines. They don't know our location or weather condition and go regardless through routine procedures to exclude trouble on our side. They are wasting our time and spoiling the day. It takes too much internet / phone down time before a subcontracted technician arrives. And they always find broken or lose wires.

Udo Hoppe