

Telecommunication Submission

We live in Glenorie NSW which is @ 40 minutes away from Sydney CBD.

Our property is @ 3km away from the village which has reasonable reception for mobiles.

On the contrary, our property is very badly served. We have both Telstra and Optus mobiles.

The Telstra mobile has broadly 2 bars on 3G, the Optus 1 bar only on 3G however this is outdoors.

Impossible or practically impossible to get anything indoors.

Re internet service, we decided some time ago to go away from ADSL, the reason was that Telstra service was extremely unreliable if at all existent most of the time.

It would appear that Telstra decided to no longer invest due to the announced arrival of NBN.

We were told that our property will not be served by the NBN fiber and that we had to choose a satellite solution. The fiber cable as I understand it stops less than 1 km away from our property.

I contacted the local PM whom was kind enough to contact the NBN and get back to us quickly. Unfortunately the response from the NBN was a straight no due to financial constraints etc..

The satellite service is as you would expect. It is varied in speed and certainly restricted for access to some web services.

We have two teenagers at home who are supposed to study online due to Covid for the last 18 months. They often have to study somewhere else.

I cannot work from home due to the poor mobile reception and the average internet access.

It is rather odd to face this situation this close to the CBD. I cannot contemplate what it would be like should we be situated in a rural zone.

Thank you