

I have lived in Middle Dural with my wife and 3 children, for 22 years, since 1999. We are 35kms from Sydney CBD (ie Metropolitan Sydney) and do not live in a valley or dip where mobile access might be difficult. In fact, our house is 200m above sea level almost at the top of a ridge with clear views out over the tree canopy, to the Blue Mountains.

The internet and mobile coverage have barely improved over the time we have lived here. Internet, via ADSL2 peaks at around 3mb/sec during the day and is frequently below 1mb/sec in the evenings. We often try to download a film to find that shows it could take up to take 48+ hours to download, often failing before the download is complete.

I have complained to Telstra and the Ombudsman countless times with little or no benefit, other than a credit to my account. I usually complain when the internet or mobile signal is so poor that I or members of my family must leave the house to make a call or send an email.

I have made suggestions to Telstra about what could be done at minimal cost in terms of upgrading certain equipment, creating a virtual exchange on the closest main road that could service the area, but to no effect.

The situation became so bad that I installed a mobile antenna on the roof and signal booster inside the house at a cost of approx. \$2500 which provides access to 4G (we otherwise receive 1 bar of 4G at best but most often 3G). The internet became so poor recently that I paid a contractor a further \$1000 to install a second mobile data antenna and booster and now pay Telstra for a mobile data plan, as a back-up, on top of the ADSL and mobile phone services.

We have a Telstra Gen2 Smart Modem which has a 4G backup if ADSL drops out altogether however that has a lifetime 90 gig data allowance and then chokes. It is therefore also useless.

I have watched the NBN construction in the area with interest. It has been promised and delayed countless times for the last 3 years. It has just been delayed again to Jan 2022, from June 2021. The piecemeal approach to the rollout locally is to be seen to be believed. It stops, it starts, it stops again. Our street has NBN cable hung from poles in the street, but the connection remains incomplete. When contractors are asked what's happening and why they've stopped at a certain point the answer is they don't have a works order to do the rest and don't know when it will happen. They just go wherever they are told and are rarely in the same locality for more than a day or so at one time.

The service levels from Telstra, as a National Carrier have been pitiful over the time we've lived in Middle Dural and it is virtually impossible to get any kind of solution, financial or otherwise, without reporting that problems to the Ombudsman.