



We are located in a lovely rural part of Galston, yet whilst we are only 15 minutes to Hornsby or Castle Hill we appear to be in some sort of mobile blackspot. We are on 5 acres at the top of Galston Gorge and enjoy a bushy outlook and are surrounded by endangered turpentine gums which also means we can not clear any trees in our area.

So my problem is 2 fold. Firstly Optus have advised that they will no longer provide ADSL2 to our house/street. The supply of ADSL has been insufficient since major storms decimated the area in February 2020 and left cables broken and running along the ground and through trees. That then left us with little options.

NBN cable (fibre to the curb) does not come to our street nor is it planned too. NBN (fibre to the node) is not suitable as we can not see the tower to connect to. NBN satellite visited our house 5 times and eventually installed the equipment but the service was not adequate (possibly due to the trees on our property) and we had to disconnect. The only option we have left is mobile data, we have installed a modem on our TV antenna and we are apparently connecting to a tower across the gorge in Hornsby Heights, this is working well enough but our speeds are lucky to reach 3mbps. This does allow us to use the internet but it is very costly. We are paying \$280 per month, most people pay about \$80. There are only 4 of us at home but working from home is almost impossible for my husband and I and we have one child doing online school and one child doing tafe online. Over the past 12 months our 2 eldest have moved out of home and appreciate their nbn connections which allows them to stream TV shows, play online games and conduct online uni for my daughter who is a nurse. These appear to be luxuries to us. With mobile data you can not get unlimited data. At this time with the pandemic, working from home and access to the internet is such a minimum requirement.

The second problem is that the mobile service is very unreliable, the phones don't ring when in the centre of house. I didn't realise how much I relied on our ADSL and wifi connection to my phone until I didn't have ADSL. I feel very unconnected where we live. I worry that I cant be contacted in an emergency and maybe when I need it I may not be able contact someone in an emergency.

Communication is so important for work, fun and mental health, there is extra demand on the mobile services due to everyone being home, we need the nbn to come to our street or more improvements to the mobile service and friendlier plans for those without other options.