

Communications Submission

The standard of telecommunications offered in this area is less than third world standard. Multiple complaints and appeals have been made to Telstra / NBN which have had absolutely zero impact.

Mobile network - there is Zero Signal inside the premises and only fleeting availability from the road outside. With the landline having to be connected through the NBN which is also unreliable there are times when there is no capacity to make a call in the event of an emergency.

Mobile coverage could be attained with a tower located somewhere within the Glasshouse basin.

NBN – the FTTN connection is far below the stated standards of the NBN co . FTTN is supposed to have an indicative speed of 50mbps during peak periods in the evening. The MAXIMUM speed obtained on the line is 25 mbps during off peak periods and worse during peak periods.

NBN claims this is the maximum speed attainable on this line due to our distance from the node which is less than 500metres away.

The service is frequently not working. With no mobile coverage the mobile back up for the modem does not work at all and we are therefore completely off the grid during those times.