

Regional Telecommunications

Greencon is a small construction company based in South West Victoria which along with concreting has a very good reputation in the rural construction industry. The company travels throughout Australia building diaries, feedpad's, feed barns etc.

The company has for many years wanted to update it's technology so that construction drawings and company documents could be viewed electronically on the regional construction sites but to this point we cannot get consistent phone and reliable internet that will allow employees on rural sites to down load a detailed drawing which maybe 100mbps in size.

This along with getting a reasonable speed at our main office in Cobden have been our two issues that we have consistently raised with Dan Tehan and telstra over the past 2 years.

Up until 2019 the office was still running on ISDL modem at speeds of 10mps download and 0.5mps upload, this was despite NBN being in the town for about 2 years. One of our beefs is the fact that the industrial estate in Cobden was the last area to get the upgrade to NBN, shouldn't small businesses have been the priority and households second??

When NBN did finally arrive (and still to this day) our speeds only increased to 24mbps download and 3mbps upload. Staff in the office complained that they did not even notice the change. My argument back to NBN/Telstra/Dan Tehan and anyone else that will listen is that by law NBNCo are required to provide you with minimum speeds of 25mbps download and 5mbps upload.

In an attempt to improve the office speed we have tried 4G sim cards bouncing off the towers, but the reliability is not there, one minute you can get 80mbps download speeds but then when traffic is obviously busy on the tower it can drop right down to 1 or 2 mbps.

I have written to NBN and the ombudsman complaining about our office speeds and even though we have fibre to the kerb at our door step, NBN want to charge us over \$10,000 to bring it into the building. *One technician said to me that he could hook up fibre to the kerb in 10 minutes but would need to get approval first.*

Telstra has offered us new technology like TID light which would increase our speed dramatically but at a cost of \$775 per month.

All the above prices/costs are unacceptable when you consider households in capital cities can get 80 to 100 mbps download speeds on a standard internet connection at around \$60 - \$80 per month.

NBNCo has recently (June 2021) responded to my complaint and stated that *"your business address is currently planned for a Technology Flip from FTTN to FTTC, this is due to the poor service speeds as a result of the old copper network. At this stage I am unable to provide an ETA of this work, however I have escalated further and pushing for a date as soon as possible."*

Still we wait for news or even better an upgrade.... In the mean time we watch the screen and keep watching the screen as we are trying to process something over the internet.

I have kept all my email correspondence concerning our issue should you want to review them.