

I work for a SME business that is based on Bucca Road near Coffs Harbour. Being West of the highway NBN services in the area are provided by Fixed Wireless.. Until recently we provided remote access to our onsite server to 4 of our staff and through the same on site server Web access to Customer required data.

Recently the Federal government withdrew Spectrum from NBN and sold it. That action caused NBN fixed wireless to be reconfigured and given that the spectrum that was sold was in use the end user experience could only ever deteriorate given that no technology refresh was part and parcel of the whole deal.

Before the change we had real bandwidth available to us of 36/18mbps (Down/Up) sold as the 50/20 package. After the enforced NBN fixed wireless reconfig the bandwidth actually available to us is 60/3mbps. We cannot operate with a 3mbps upload constraint and as such we now only support a single remote worker and as the IT support guy I'm constantly dealing with problems that have their basis as a ridiculous constrained upload. Previously our Customers experience with access of our web served content was OK, but under the new regime is unworkable. As such we take on the unworkable aspects and upload to a cloud server so our customer experience is great, but our experience is enough to make us want to scream at whoever made this insane decision.

I wrote to our federal local member who in turn wrote to Minister Fletcher who raised it with a query to NBN. At the end of the process NBN confirmed that there was no misconfiguration with our on site hardware and that the issue as I had raised was in fact by design/federal government mandate. There was discussion of mm wave (5G) upgrades, but the reality is we have seen no visible action in that front and the reduced cell sizes associated with 5G, the local geography being lots of hills and valleys and the population densities on the western side of the highway would tend to make me think that waiting for a workable 5G solution might take longer than winning Lotto....which I don't take part in.

The bottom line is that we had a working service for a fixed appropriate price, Federal government intervention broke the service and the appropriateness of the price, and there is nothing that I'm seeing that will restore, or better what we now have that doesn't work. Decisions to base the business at its current location and the purchase of same were made without us knowing that an essential part of our business infrastructure were to be removed without our involvement or consent. Suggestions that the majority of users want more download may well be true but they sure don't do anything for our business. In fact the acronym BOHICA seems appropriate here

I have attached my email to the local member, his response and minister fletchers response. Maybe you are aware of something that will address my concerns in time, I surely hope so.

Regards

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