

Poor mobile and NBN service in Galston, an outer suburb of Sydney.

We have no usable mobile signal in the house. There is no usable signal in the yard near the house, in fact no usable signal anywhere in the yard except near the road. Our mobile phones are not available for use in emergencies in most of the yard, including in front of the house. It should be noted that we are located in a high risk bushfire area.

Our NBN is fixed wireless with a maximum speed of 25Mbps. However this speed is never reached. In reality the practical maximum reached is 20Mbps. The speed is often in low teens. The speed is even lower in rainy or windy weather and at peak times in the evening. The available speed for streaming is well under 10Mbps when concurrently uploading to cloud (to Dropbox, OneDrive, Google Drive, etc). An evening speed of 2.7Mbps is not unusual. The recommended minimum speed for 4K movies on Netflix is 25Mbps. Given that we cannot even reach the theoretical maximum of 25Mbps, 4K streaming is not an option.

It is unacceptable that internet speeds of 100Mbps, 250Mbps and 1000Mbps are being offered to other users while leaving a huge cohort of taxpayers with the 20Mbps snail speed of fixed wireless. The Minister of Communications has repeatedly proclaimed the advantages of high speed broadband while at the same time totally ignoring the many taxpayers who are consigned to speeds of less than 20Mbps. The rest of the world has fast downloads and, for example, can watch 4K movies, but we cannot.

Sixty or so years ago, this property, like most others in Sydney, was connected to landline telephony and was at communications parity with neighbouring suburbs. Today, this property has gone backwards. It is no longer at communication parity with the neighbouring suburbs. Today, it has been relegated to very slow fixed wireless broadband of around 20Mbps relative to the neighbouring suburbs who enjoy around 100+Mbps. This is not progress; this is discrimination.

The imposition of snail-speed fixed wireless broadband on a large swathe of properties was a consequence of penny-pinching and the rush to finish the NBN rollout. These properties were at the end of the rollout. The fixed wireless decisions were made by NBN fat-cat managers on extraordinary salaries competing for obscene bonuses in the rush to complete the rollout. Job done! They did not care that the last customers received sub-standard speeds!

This situation is all the more unacceptable given that it is technically possible to increase the speed of fixed wireless broadband beyond 20Mbps. But no, it is considered preferable to spend extra dollars - not on those who have only 20Mbps but on those who already have 100Mbps - to offer the 100Mbps people even higher speeds of 250Mbps and up to 1000Mbps. At the same time, the Minister touts the advantages of high broadband speed as being the way of the future. This rollout is "give to those who have, not to those who have not"!

How equitable is that!

Please note that Galston is an outer suburb of Sydney. For decades it has had the same telephone service as the rest of Sydney. Now it does not. It is now considered to be rural by the NBN. Telstra also delivers rural (poor) "quality" service.



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