

[REDACTED]  
Galston  
NSW 2159

3<sup>rd</sup> September 21  
[REDACTED]  
[REDACTED]

## **Re: Regional Telecommunications Review**

To whom it may concern,

This is my submission as an individual to the Regional Telecommunications Review.

My family lives in Galston in north-west Sydney which is approximately 30km from Sydney's CBD. We rely on mobile and NBN services for communications including phone calls and internet access. Many of the services we now use are only available by the internet and reliable access is vital.

Telstra is our service provider for mobile and NBN services.

In summary, our mobile and NBN services are inadequate. This is not about being picky and requiring perfection – the services simply do not address basic needs.

Details of service performance for mobile and NBN services are as follows:

### **Telstra mobile service**

The nearest 4G mobile phone tower to my home is 2.5km away at Arcadia.

The mobile service reception level is usually 1 bar and on a good day we may get 2 bars. This is out of a maximum of 4 bars.

This is mostly but not always adequate to make a phone call but the quality of the call can be highly variable. On occasion, we need to move outside our brick home to find enough reception to be able to make a phone call.

Infrequently, we have no signal at all and cannot make a call.

We minimise using mobiles for internet browsing via 4G because it is inadequate but sometimes that is the only option available.

I would be extremely uncomfortable if we were reliant on Telstra mobile for managing critical health issues at home. My mother-in-law chooses to no longer live at Galston and reliable access to health services has been a factor in this decision.

## **NBN service**

NBN was made available to my home in May 2020 via a fixed wireless service where the tower is located approximately 200m from my home. Cable is not provided in my street in Galston.

We were early adopters of the service and when we first used NBN we consistently achieved download speeds of 40 Mbps (megabit bits per second).

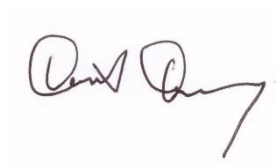
Since May 2020 the quality of the service has gradually deteriorated, and we are now only achieving 2Mbps during peak viewing times of 7pm-9pm. We find that this is inadequate to watch streaming TV services and we frequently encounter buffering or even complete loss of streaming services. A major proportion of content is now only available as streaming services, and the NBN performance is extremely frustrating. We have changed some of our viewing habits to only watch streaming services outside peak hours.

I recently ran speed tests every 15 minutes for 7 days to measure download performance and this is shown in the graph on the following page. Download performance at 2-4am reaches 40Mbps and is perfectly adequate. Download performance at 7pm is 2-3Mbps and is unreliable.

In summary, we are required to use NBN to meet so many of our needs, there is no alternative provider and the service is inadequate at peak times.

Thank you for receiving my submission.

Regards

A handwritten signature in black ink, appearing to read 'David Dudley', is written over a light grey rectangular background.

David Dudley

NBN Download performance test  
Speed test every 15 minutes over 7 days  
25 August - 1 September  
From 37A Radnor Rd Galston to Telstra's Chatswood speed test server

