

I live on a small farm less than 15 minutes' drive from Bathurst Post Office in a small farming community. I was excited to have a fixed wireless NBN system installed in July 2016. However, it was slower than the ADSL that I also kept connected. The NBN would drop out regularly within minutes. Watching a downloaded TV program was impossible due to the constant buffering. I complained to Southern Phone & NBN Co sent the same technician that installed the system out a few months later but he could not find any fault.

When it was windy, foggy or raining the signal would be lost as indicated on the NBN Connection Box. I tried in vain to get NBN Co to send someone else to review the system. I submitted to the Senate Inquiry and after contacting Andrew Gee (my local Federal Member), NBN Co sent another technician in July 2017 a year later! He found the original installer had crossed two wires (light blue & light green) at the wall plate. This could indicate the original installer was coloured blind?

This wiring correction stopped the buffering however, this did not improve the reliability as the signal was still lost when it was windy, foggy or raining.

Southern phone could do no more so I kept the fixed line ADSL so I could operate my Instrumentation & Control business and only used the NBN to occasionally watch a show on iView.

Earlier this year my Fry's Lane neighbours told me that their NBN was unreliable & slow so I contacted Andrew Gee again to ask if we could get fibre to the node in Fry's Lane. NBN Co contacted me directly & advised that there had been many complaints about the poor NBN service from the Raglan tower but (even though there is fibre at Blue Ridge Estate which is only 2 km away) as there are only 10 households in Fry's Lane a fibre would not be considered. NBN Co advised that we should all complain to our service providers which we did with no positive outcome.

As a result I have had the NBN service disconnected.

The shame is that Australia could have come into the 21<sup>st</sup> Century with a fast NBN. However, we ended up with a cobbled inferior system (pushed by Murdoch) that cost more than it should. In 2005 I lived in Toronto Canada & we had fibre to the house. It was so fast in download & upload speed it makes the NBN look very ordinary indeed.

I hope that something positive comes out of this inquiry as Australia deserves reliable, effective & fast internet connectivity.

My best wishes for a truly great internet connection!

Geoff Wynn