

To whom it may concern,

I would like to express my frustration, anger and annoyance with the internet/phone reception in Dooralong 2259 NSW.

We are located on the Central Coast.
We are 15mins from Wyong City.

After conducting an Internet Speed Test, our home WiFi is only 3.10 mbps.
How in 2021 can our home internet WIFI speed be only 3.10mpbs???

I am an Essential worker employer Federal Government, my work requires sufficient internet to undertake my role, contact customers and attend video meetings.
Home schooling x2 primary school children also requires adequate internet for school work and zoom meetings.
My husband working from home x2 days per week also requires adequate internet for meetings and calls overseas.

My husband hotspots to his work mobile, my children hot spot to my mobile and my work uses home WiFi. This is unacceptable !!

We have a telephone tower 3km away (as the crow flies) however the speed of internet is dreadful.

We were promised from Emma McBride Federal Member for Dobell, a Wireless 4G/5G Internet tower at Durren Durren. We had received a generic letter via Australia Post. This was over 12months ago. We have not heard anything further regarding this tower.

On Tuesday 31st August 2021, we had no internet or telephone reception. I had to drive 10km down the road to contact my employer to advise I will not be able to work.
During the day, children and I had to drive 15km down the road (along with dozens of other people) to download school work!!! How is this acceptable during lockdown/ covid times but also for 2021??

The lack of reliable internet causes added stress and frustration to our family household that is not necessary during these disastrous times we are all facing.

Regards,

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