

Belinda Dale

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Tuesday 14<sup>th</sup> September 2021

**Re: BIRRR NBN Fixed Wireless Service Feedback**

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To whom it may concern,

I am writing to provide feedback on our experience with BIRRR and our Skymesh Broadband internet connection.

We reside in a semi- rural area, approx. 43kms from Sydney city called Kenthurst.

The topography of Kenthurst is hilly terrain with fairly dense bushland, cleared for housing on Lots between 1 acre and 15 acres.

When we moved to Kenthurst in 2015 we had DSL internet at the property through an existing Telstra line. Our provider was IINET. We always had issues with drop outs, poor connection and slow internet. On windy days the connection was particularly bad. Our advice from IINET was that there was no NBN available for our area at this stage.

Forward to February 2020. There was a huge storm with damaging winds resulting in many fallen trees in the area. A large tree had fallen on the internet cable line at the top of our Street (Burrell Road) meaning our connection was completely cut. It was physically evident that the wire had broken.

We were advised by Telstra during many daily attempts to contact them to repair the issue that it would be repaired shortly. Constand dates were given for repair only for them to be moved without any action occurring. This turned into 14 weeks without internet as the repair was being neglected.

This is when Kirsty Sparrow reached out to us, who is a relative of ours. She managed to arrange to have the repair actioned within 24 hours of our phone call (on a Saturday no less)

She also advised us that if we got on touch with BIRRR they would go to NBN on our behalf and requested a signal test for fixed wireless. NBN then conducted a deck check which indicated that we could connect to a FW tower. They then arranged for our service class to change and we are now connected to NBN fixed wireless. Previously we were mapped for satellite.

The next step was Skymuster installing a satellite which occurred within 2 weeks of our request. We then signed up with Skymesh provider as advised by BIRRR.

Since we had Skymuster installed the satellite and Skymesh provide our internet we have a much better internet connection. Our speeds are quite good and we rarely drop out. Storms no longer effect our internet connection.

We advised our neighbours of our success with NBN as they had also ben advised that they could not received it to their addresses. I believe several have been in touch with BIRRR to get assistance with their properties.

All in all we are incredibly grateful for the service you provide. We are able to provide our children homeschooling during lockdown and operate our home businesses thanks to your assistance with providing NBN to our property.

We do understand there are many properties within Kenthurst, Galston and surrounding areas who have the same issue as we did and are still surviving with very poor internet services. We try and get the word out whenever we see social media complaints of these slow connections of our positive experience with BIRRR and Skymesh as I believe many people are still told they cannot get NBN to their properties and don not know of any other way other than Telstra to get around this issues.

If you have any further questions please don't hesitate to get in touch,

Thanks,

Kind Regards,

A handwritten signature in black ink, appearing to be 'BD' inside a circle, enclosed in a rectangular box.

**Belinda Dale**  
Dale Design Group  
Architectural Designer (Dip AD, B.Arch, M.Arch)

