

RTIRC response, 16 Sept '21

We live on the NSW Central Coast a mere 3km from a university and 1km from where NBN fibre cabling ends. Our copper cable internet (and telephone) was (and remains for neighbours) so terribly unreliable that we gave up and only use mobile phones & mobile data. We are on the full Telstra mobile network. Unfortunately, even the mobile service is highly variable with mobile data in particular at times operating at decent 4g speeds (both download and upload). At other times, often minutes after decent speed, we have as low as 2mb/sec download and literally zero upload ... to the extent we are unable to connect to the internet. Such dramatic changes occur whilst the phone has not moved and we don't have any appliances operating that could even remotely interfere with a mobile signal. We live on the top of a hill and the Telstra map coverage indicates we have strong 4g coverage.

Our questions / requests are:-

- How can we and neighbours get access to decent (reliable) 4g coverage on the Telstra (and other) network?
- Why can't NBN connect the copper line located above the fibre cable 1km away from us so that most of the transmission line from the exchange is on fibre optic with only a short section of copper wire?

Thankyou in advance,

