

## Submission to 2021 Regional Telecommunications Review

From:  
Colin Groom  
Managing Director  
Domus Nursery

[REDACTED]  
[REDACTED]

17/9/21

Dear Sir/Madam,

We have a wholesale nursery in Hacketts Gully, about a 40min drive from Perth CBD. Our street of about 15 properties (5-10acres each) is surrounded by state forest and falls within a gully/valley as the name suggests. Most areas have satisfactory Telstra 4 and 5G coverage but internet services are more problematic. Note we do require Cel-Fi boosters for mobile coverage within some sheds.

We own 3 properties in the street, [REDACTED]. The last 2 are only able to access NBN satellite service and I have no desire to ever use satellite due to latency issues. [REDACTED] has NBN wireless access but this was not available until recent years so we have a Superloop Fixed wireless service installed to service our business. The current fee structure for a 20Mbps link is far higher (\$1,000/mth) than NBN but at least they will talk to us and do bespoke installations on a 6m tower. We've also had NBN fixed wireless installed on our tenant's house on 41 Bahen Rd but our business would require a separate connection.

NBN and retailers historically don't seem to think that a business should ever exist on a fixed wireless connection so plans were not historically available but now appear to be slowly appearing. Having never tried one I'm not sure how they actually go on providing a fixed IP, 6 voip lines, and general internet to service 10 staff on computers.

We are 7 kms from the Kalamunda exchange with some sections of the copper wire in pipes, others overhead and I personally believe a fibre cable should be installed to service our street but no one appears interested in doing it, or even consulting residents to gauge interest in covering the cost. Our 3 properties no longer use any of the legacy copper cable.

Failing having a cable installed it would be great if NBN was actually capable of visiting our site to advise on what fixed wireless equipment could be installed on our existing 6m tower, and what service guarantees would be provided. We're not just wanting to watch a bit of Netflix, we're running a substantial business and need a reliable quality connection with good speeds up and down.

The rigidity, lack of personal contact, and cookie cutter approach to the delivery of internet services causes many of us 'non cookie cutter' customers to land up very frustrated!

Regards

Colin Groom  
Managing Director