

We live less than 7km from Moss Vale in the Southern Highlands. At our own expense, we have installed Telstra mobile signal booster technology. In spite of that, we have very erratic and inadequate mobile phone service, which failed comprehensively during the most recent bushfire crisis, with frequent drop-outs and callers unable to understand our conversation. We have no landline, as Telstra claims not to service this area, yet the land line cable runs past the front gate and the house has Telstra landline outlets. Similarly, we are on satellite NBN, which has low capacity and is inadequate for business purposes. While there is significant additional capacity for off-peak service (2 x peak capacity), it runs from 1am-7am, which is of limited use.