

30th September, 2021

Dear Mr Leeser,

Firstly, thank you for giving the electorate the opportunity to voice our concerns in a forum where they will hopefully be heard. We have lived in Kenthurst for over 16 years, run a small business, I actively trade US shares and options and have two school aged children. In that time, our reliance and expectations of technology have significantly advanced whilst the infrastructure has left us behind. We are in a wifi black spot, require a smart antenna for minimal mobile reception, do not appear on 5g coverage maps and are still waiting for nbn.

In the past two years alone I have had many issues with Telstra. I spent nine months waiting on Telstra to change the ownership of my mobile from our business account to a personal account so that I could port my number to a new retailer, ie Belong. This involved countless emails, phone calls and four trips into a Telstra store where ultimately they couldn't help me because I was a Business customer. Although Telstra could still upgrade me to a more expensive plan when they discontinued my existing plan.

This year Telstra disconnected and canceled my business internet, including landline, when they failed to communicate a change to an appointment internally. It took two and a half weeks to reinstate our internet which was apparently fast. They then charged me for the reconnection and technician visit and both the new and old internet plans for a number of months.

My last two bills included charges for call forwarding when my internet is down and the landline calls are automatically forwarded to my mobile. I have never received this charge before. That is on a Telstra modem and Telstra infrastructure which fail consistently.

The overcharges on the bill were only picked up because I personally pay the bills and know exactly what we should be charged. This is not the case in many businesses. One bill was an overcharge of \$9.90 which I decided wasn't worth wasting an hour messaging Telstra to have it corrected until the next bill came with the same issue.

Just this week I had a technician visit due to ongoing issues with a brand new modem. It had been dispatched with the latest nbn software, something that had been checked over the phone. He was surprised I was getting any service on the ADSL line.

The Telstra technician noted how bad our mobile reception is. We have a smart antenna which cost over \$700 years ago and was informed that this had been superseded but the new version cost over \$1000 but would deliver superior reception. I would effectively be

buying my own infrastructure that Telstra have failed to provide whilst still charging me full freight on our mobile plans.

Our internet is still delivered via ADSL. Initially this was to be upgraded to fixed wireless then satellite, despite our neighbours across the road flagged for FTTC. I then discovered that NBNCo do not want to speak to you and contacting them via social media leads to being fobbed off with no option to have the technology reviewed. It is frustrating to be told that NBNCo is committed to delivering fast internet via satellite to regional and rural communities. I live in Sydney.

It was only after contacting your office, that this was resolved and we were upgraded(??) to FTTC like our neighbours. I am not sure how they were going to deliver it to our neighbours when the power poles that the cables have recently been installed on run down our side of the street.

So do not be deceived by NBNCo's roll out map. A sea of purple indicates that service is available to all areas in Kenthurst. It is only when you enter specific addresses that you discover that there is still more work to be done. In our case, our date for connection has been pushed back for the fourth time to March, 2022 despite having the cable installed on power poles last month.

It is simply insulting to hear NBNCo not only announce they had completed the roll out but to offer to upgrade connections to homes to deliver up to 1000mbps. I can drive three hours south to the beachside town of Callala Bay/ Callala Beach with a combined population of approximately 3,000 and upgrade to 1000mbps whilst I sit in Sydney struggling to get 6mbps.

It is not uncommon for us to lose power in big storms. When this occurs, we lose our internet and our landline which is connected via our modem. Our smart antenna does not work so we revert to relying on existing infrastructure ie limited mobile reception outside and wifi that jumps between 3g and 4g. This makes it impossible to check on power outage updates, school bus cancellations and school closures. During last years floods, it was only by chance that I received a text from a family member that notified me that Galston High School had closed. Notifications via social media weren't pushed through. This saved me from putting my Year 7 child on a bus at 7:25am to a school that was closed. This would be the same situation if the power outage was due to bushfires ie limited access to news alerts and the Fires Near Me app.

This is not just about wanting to access streaming to catch the latest TV shows or movies. It is about efficiently running a business, completing studies at home and accessing critical information during storms, floods and bushfires when we seriously depend on it.

We have had a taste of isolation - this is technological isolation.

Thank you

Nadine Williamson