

CONNECTIVITY THEMES & SAMPLE COMMENTS

Biggest disruptions

- Work disruption
- Drop outs
- Time without access
- Slow speeds
- Education disruption
- Online meetings
- Entertainment
- Needed to relocate to continue

Others mentioned (single digits)

- Safety issues when there is no communication
- Missed deadlines
- File transfer issues
- Lost income
- Telehealth disruption
- Relying on phone data

Sample comments

I work in social and community services. Someone required 000 support while I was working from home. I called 000 but phone reception and internet wifi calling was so poor, the 000 operator could not hear my plea for support.

We lose nbn (both phone and internet) whenever it rains. We believe the copper is being flooded and Telstra refuse to do anything about it. During the recent excess rain we were without nbn for over 48 hours.

I have been unable to commit to doing Duty Officer for the NSW RFS due to the unreliability of the internet. My wife ability to submit work to her employer, while not time critical is inhibited.

We had no internet for 2 weeks and had to do workers pays elsewhere and could not carry on regular business.

Have had periods where we have had no internet for days with no apparent reason. Family members have had to relocate in order to complete work/schooling (uni and year 12)

I live alone and have health issues. Having an unreliable landline and unreliable mobile reception is a major issue. Working from home I need a consistent and stable internet connection to access documents, databases and meetings. For some reason the employees get annoyed when I can't pay their salaries.

The NBN is always the Achilles heel for most of my business and social activities. I cannot depend on it for critical tasks such as VIP zoom chats and critical data uploads. The future does look even worse due to nature of fixed wireless.

Not being able to pay bills or to continue working.

At one stage we had no internet for two weeks. How do you work from home and home school during a pandemic with no internet?

Disconnection of client calls or zoom webinars is frustrating and unprofessional.

Terrible internet speed that drops out regularly, unable to zoom at times which is a large part of my work and study. No mobile service at home so very heavily reliant on internet for WiFi calls for clients and work. Often have to drive up the road to use mobile internet for work and study

Unreliable connection means little work is done and it takes a long time. During covid, children were limited in education and telehealth opportunities.

We had an outage of about a week and I had to relocate my business to Camden. The service continues to drop out. Mobile hotspotting is not available even with an external mobile antenna provided by Telstra

Incredibly slow speeds left me working through the night and into the morning just so I could upload client files. I can't backup to the cloud, not at all possible.

Not being able to attend work meetings and meet my work requirements. University student has had to submit assignments late and then appeal for leniency.

Work video calls dropping out constantly, leading me to having to drive 80km into work to do what I could have done from home. I couldn't use my mobile 4G service as an alternative connection as mobile coverage is also poor.

Have had to relocate to Picton library at times when internet has been unreliable. Constant issues when 2 or more people are trying to access internet at the same time for work.

Main barriers to seeking help

- Feeling frustrated, helpless, and that nothing can be done
- Having had a poor experience previously
- Waiting time
- Trying to figure it out for themselves

Sample comments

Nothing that they can do.

(There's) no one to talk to about putting in infrastructure for cable nbn.

No point. Poor service. Poor connectivity. New towers have made no difference. Providers don't care.

Do not have the time to sit on the phone for hours.

They are never helpful, and if the internet is out, we have no way of making phone calls from the house anyway.

Telstra has a government mandated monopoly in Bingara Gorge that was extended about a year ago. We have no choice to move providers or sign up to a faster plan.

Gave up.

People whose capacity affects their data limits

Sample comments

Unlimited data, but slow internet

Unable to stream often and regularly, zoom calls very glitchy. Very frustrating when we can't even watch tv as good as 50 years ago.

The data capacity is about a tenth of what I had 20 years ago when I was living in USA.

Often struggle just to download emails. Streaming can be nearly impossible some days.

With fixed wireless sometimes we get up to 50mbps, but often it is only 8mbps. The connection often drops out too.

Just drops out all the time. Techie said that the copper wires etc to the node need replacing and the distance to the box is not good.

My provider says that I can at best get 30Mbs, which means that a data limit of 1000GB offer is useless.

Pay for unlimited but rarely use much as the upload download speeds are so slow

The copper line is known to be faulty and at last fix we were moved to another pair of wires. This has not fixed the problem. The telephone is unusable as there is so much static and the internet ADSL connection whilst it is working, has download speeds of 1.1-1.9 Mbps and upload speeds of 0.1-0.3Mbps, usually at the lower end. Neighbours have connected to the NBN (wireless tower for our area) and initially it was better than ADSL but now it is just as bad as the ADSL.

We are happy to pay for unlimited data packages with high speed but am lucky to have a speed of 10. We cannot use more than one device at any time on the premises which means we then need to use our mobiles and pay for the data through that.

We have to have both satellite NBN with ReachNet and ADSL with Telstra as the internet is so poor, and if one doesn't work we have the other. I am sick of paying for 2 services just to get working internet.

Final comments related to

- **Location** – e.g. neighbours have access to NBN but they don't; the suburb has no access to NBN or infrastructure in the area needs upgrading, the fact that Wollondilly is considered part of "Greater Sydney" but for some residents, the only option for modern internet service is satellite, which is seen as expensive and has more data limits.
- **Slow speeds** – general issues

- **Wanting FTTP** – having neighbours with FTTP, recognising that it was the original plan and frustrated it has not eventuated, noting that FTTN service has the weakness of relying on deteriorating copper connections between node and premises. Some report the circular discussions of whose responsibility it is to fix those wires.
- **Telco issues** – ISPs not able to fix problems; in some cases charging for speeds they can never provide and in other cases offering discounts for this issue;
- Still having (or wanting to return to) **legacy** hardware
- **Poor mobile service / reception**
- **Feeling frustrated or helpless** – e.g. exhausted with following up and seeing no improvement
- **Cost / expense**
- **Drop outs**
- Issue being with **copper wire**

As well as

- Weather issues (e.g. cannot get internet when it rains)
- Satellite data limits
- Limited capacity
- Impacts on education

Many more mentioned but these were the most frequent.

Sample comments from Final Comments

It is totally unsuitable for a resident that is able to see one of the largest cities in the Southern Hemisphere (Sydney) to be told the only NBN solution available is satellite.

We cannot get nbn even though it states it is available in our area. We tried this, (but) the nbn came out and we were told that there were “too many trees” blocking the signal. Also it doesn’t reach this far.

Fixed wireless isn’t available at our address - can’t see the tower. Only option was 4G but we have to pay for two services for capacity and reliability. The skymuster system was even more expensive and isn’t as fast nor does it have as much data

The ISPs pass the buck saying they can’t do anything because it’s the nbns fault. The nbn says it’s the service provider’s problem because of outdated infrastructure.

We have no NBN. We have inconsistent mobile coverage works about 20% reliable. We have inconsistent wifi, 50% on devices after the rain, was good during the drought. Landline very scratchy after rain and seems to take a lot longer to fix itself lately.

...Have to flick between Telstra and skymesh all day to get the best service. Home phone crackle over line. Telstra fixes but then it goes again. [...] No access to nbn as they stopped at the top of our street...

I have a node just outside my property but I am connected to a node that is several Kilometers away

I live on 5 acres, both houses either side of me get wireless nbn but I can only get satellite nbn. Wireless is a lot cheaper than satellite. The nbn co indicator for my property is in the middle of the bottom paddock where the horses are – they don’t need nbn. When I move the nbn co indicator from the bottom paddock to where my house is I get wireless nbn. When I

spoke to the nbn co they said that there is nothing they can do as this is where the original planing place their indicator. I know this may sound like an individual problem, but I wonder how many other property owners have the same issue. When all there needs is for the nbn co to adjust their indicator on properties like mine.

Phone and adsl fail everytime it rains – this can leave us weeks without any internet and we have no mobile reception where I live, so I cannot use my mobile – which Telstra cannot seem to understand.

Glenmore is constantly being ignored for upgrades. Surrounding suburbs have NBN but we don't. If our internet drops out we have no way of contacting anyone as it affects our cell phones and we can't run our business properly.

We had issues with Telstra to start with and after months of no support, we changed to other supplier. Optus fixed half the issue, but after months of testing and going back and forth with NBN we were advised this is as fast as it will ever be.

Annoyed that only option is stay with current adsl or satellite nbn.

Was advised by Optus that they could not deliver the speed that they are charging for, but when asked about a lower plan, they did not have one. I would have to keep the current plan or have no internet connection at all.

Basically more infrastructure needs to be built in Bargo, so not so many of us are all hanging off the small amount of nodes provided in this area.

We moved here 13 years ago and was told that Telstra needed to update the exchange in Oakdale and surrounds for us to get good internet and phone service, and we are still waiting. This means there is never a good internet or phone service.