

Like many, the pandemic has seen me working from home in regional Queensland. And, like so many, I find the current telecommunications options wanting.

My Skymuster Plus connection is barely adequate. Zoom meetings drop out or become unstable. Coupled a latency always well over 600 ms, any video conferencing is awkward at best. Accessing workplace local drives with a VPN is painfully slow. I upgraded to a faster connection, but there is only a marginal improvement in speed and none in stability.

Contacting the service provider is almost impossible. My enquires go in a queue and I wait months sometimes for a response. Ringing them, I go in a queue. Last time I rang I was number 16 in a queue at opening time. Waiting in queue with a mobile phone is not economical.

The mobile coverage here is patchy at best. Telstra is my only option, unfortunately.

I'm hoping for Starlink, even though it is a vastly more expensive service. A fast and reliable internet service, like so much of the country already has, would improve both my working and personal life immensely.