

Submitter: VLA Bookkeeping Services

Submission received: 08/03/2014

My name is Vivien Anderson, [REDACTED]

I don't know much about the structure and so forth, but i do know that something needs to be done to improve the access to decent internet access. I run a Bookkeeping Business from home, and have also owned our property now for 14 years. In this 14 years I have been begging for a decent internet service, so far all i have been able to get is wireless. As I am in a gully I do not get very good reception at all, to the stage that i just had to pay IT guys over \$1000 to give me better reception as the internet intermittently cuts out all the time. This has been a major hindrance to my business as i am a bookkeeper and i rely on internet for lodging all ATO requirements for my clients, as well as research for (ie: payroll queries, account queries etc. from various sites). It has impacted on me greatly as due to the constant drop off of internet, what should have taken me say 2hrs to do has taken 6hrs to do due to the constant wait to either reload the internet or waiting for a page to down load.

The It guys had to put a huge bio directional antenna up along with a lot of other hardware devices, to get me reception that stays on when i need it to. I have been told i cannot get broadband because of pair gain system and no lines available for me to get access to, Telstra would not put me on a waiting list for when a line was to become available. I was just told to keep ringing and one day i may get lucky and they will have one available at the time, or i was told i could pay big dollars to have a complete new line put in myself.

Why should all the cost be put on me, as i believe the statements below is for every end user:

*broadband services providing defined minimum upload and download data rates should be generally available to all end-users, along with such other broadband products as market participants (including NBN Co, in the case of wholesale products) choose to provide. The Government has expressed a policy objective of ensuring universal access to minimum download data rates of 25 Mbps (assuming the NBN Co fixed wireless and satellite programs are delivered as promised). The NBN Co Strategic Review has proposed an approach that would provide 50 Mbps to around 90 per cent of the fixed line footprint by the end of 2019; regardless of where they reside or carry on a business, end-users should have access to designated services at an affordable price, with any subsidies inherent in that supply being as transparent and efficiently delivered as reasonably possible; I know i need something done to improve my internet as what has been done is only a temporary fix to get me through, so i can run business more efficiently without delays.

Pls bring back the NBN as soon as possible, in the mean time i am going to put in a claim to get reimbursed for the costs i have had to pay to get internet access from my current wireless provider