

Good afternoon,

I live in in Tasmania in Molesworth, a suburb of New Norfolk. We were advised that the nbn would be rolled out in our region with access via wireless connection. We live within 4km of the transmitter. We are currently on adsl1.

Wireless nbn was rolled out in our area and we were contacted by numerous providers trying to connect us to the nbn. This was fantastic as I do. A lot of work from home due to my job. Our current access via adsl1 is unreliable and often drops out.

All of the maps showed that we could connect to wireless nbn. We pursued this with telstra who even sent someone out. Testing was done and we were advised that we were outside of the connection area for wireless nbn. We were told that our only option will be satellite nbn.

I checked into satellite nbn and discovered that it is very expensive and unreliable. The satellite provider suggested that we keep the adsl1 connection as satellite tends to drop out and is unreliable. Our current internet speeds vary from: 0.77download speed and 0.31 upload speed to 2.58 download speed and 0.10 upload speed.

We are currently on adsl1, we have issues with streaming and the internet not working.

We had been told through meetings with telstra when they set up in our local area that we would definitely get wireless nbn. We were advised that as we live in a mobile blackspot area wireless nbn was going to be a high priority to address these issues.

Then there was a change of government. We were advised that the rollout had been changed.

The tower near us is located near the Malbina Cemetery in Sorell Creek, approximately 4km from our home. The tower is positioned so that it services that area, as well as across the Derwent river to Norse Skorge.

Meanwhile, those of us living in molesworth and Collinsvale miss out on this access. Even though we live close to a tower.

I have approached my local federal member of parliament and have heard nothing back.

I find it astounding that we can live within 5km of a large town and yet not be able to get wireless nbn nor mobile phone coverage.

The cost of satellite nbn as well as the cost of maintaining the adsl1 connection is unbelievable. Our hand will be forced once adsl1 is switched off in our area.

In our street we have several small business including a motor mechanic, a painter, a distillery, a cooking school, an excavator hire business. There are a lot of businesses in our area.

Due to my job I often work from home and often the internet is unreliable or so slow that i cannot connect to the internet to access what I need to do.

The cost of satellite nbn is outrageous especially when compared with the cost of nbn packages for fixed line or wireless nbn.

Ima hoping that this problem will be rectified so that we can access wireless nbn.

Regards

Lorena Owens

Sent from my iPad