



Achieve Best Practice

Dear Submissions Team

Re: [Regional Telecommunications Review 2021](#)

I write to you to state my views on the telecommunications in our area.

We live and work from home in Conondale.

- We have a Telstra repeater here to boost mobile data transfer as it is the only way to receive mobile phone communications and data
- Our landline sounds like talking to someone underwater with a mouthful of marbles, it has been this way repeatedly for 3 years. Technicians repair within a week we are back to being Nemo again.
- ADSL data is exceptionally slow, it takes 6 weeks to upload the same data that takes 18 hours in Maleny only 20 minutes drive from here
- Satellite NBN will not connect to on-line banking before the system times-out so we had discontinued our subscription
- I had a Telstra tech here a few months ago and he advised the new fixed wireless NBN is operational and we have signal here but NBN says our only option is satellite.
- Our business currently deals with the following
 - India,
 - England
 - Philippines
 - New Zealand

We constantly have communication difficulty and are told the old copper network cannot deal with the load currently put upon it by everyone working from home .

Help is needed.

Regards,

A handwritten signature in black ink, appearing to be 'Paul Douglas', with a long horizontal stroke extending to the right.

Paul Douglas
Chief Executive Officer