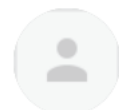




1 of 3,346



(no subject) Inbox x



**Brett and Jane Ramsay** [redacted]

to me ▾

10:05 (19 minutes ago)



Good morning...

Thank you for your invitation to participate in the Regional Telecommunication Review.

This email will hopefully clearly address the absolutely terrible internet and cellular service we have had to endure since moving here more than a year ago.

We live on the hill, 100 meters from Mary Cairncross Park, approx 6ks from Maleny. We have to go outside the house to a particular spot in the backyard to get reception to make a phone call. We are unable to access ADSL and have had to revert to the extremely poor (especially during bad weather & high traffic times) NBN Satellite Service for the internet, with a maximum of only 120 GB per month. Due to COVID-19 two members of our household are working from home and are unable to do so successfully due to the low and slow data available from the satellite service.

We have tried everything and been told by three technicians (2 directly working for Telstra) who have visited and have run multiple tests from our home that we can't get NBN wireless or any other NBN service, with the satellite being our only option.

Everyone we know in our area feels the same frustration and we ask that you help remedy this situation as a high priority.

Kind regards,

Brett and Jane Ramsay

[redacted]  
[redacted]  
[redacted]