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Subject: Rural Telecommunications Review 2018
Date: Monday, 16 July 2018 5:31:39 PM
Attachments: [NBN-Leaptel-Simon Wells Complaint.pdf](#)
[Speed results.pdf](#)

Hello,

My name is Simon Wells, I have been an IT Manager for the last 15 odd years so I have extensive experience in network design and use. I recently attended a review panel in Townsville discussing Telecommunications in Rural areas. At this meeting I spoke about my frustrations with the delivery of Fixed Wireless NBN and the simple fact that the service is simply not as advertised and is incapable of delivering the speeds I was paying extra for. At the review, NBN had a representative present and he promised to look into the issues that I raised. I finally heard back from Ryan Williams with the attached email trail.

In summary, this email proves my exact point, the delivery system (fixed Wireless) is simply NOT FIT FOR PURPOSE as it cannot even deliver what we in my community need NOW let alone for the next few years. This system should be scrapped and Fibre rolled out instead. Will this cost more, of course it will, but we are not second class citizens and deserve access to the internet that is matched with what people can access in the cities (less than 30Klms away) . We pay just as much tax as others, in fact it could be argued that we actually pay more, as we pay more for fuel etc.. This very simple fact is evident no matter where you access Fixed Wireless, not just my community, but throughout the country. We rely on the NBN as many of us would be completely isolated if we did not have this service, unfortunately, the service being delivered is not reliable or as advertised.

The internet has now become a basic service to Australians, in this regard it is no different from electricity, it is akin to a basic human need/right in any first world country. We require reliable access just to function in a modern world, how can we be expected to take part in any online census survey if we do not have internet access that is fit for purpose or reliable? A good descriptor of the failure of NBN to actually deliver service is akin to instead of receiving 240Volts from a power socket, you only receive 120 Volts (roughly 50 Percent of advertised as an average, with peak usage times dropping to 10 percent or 24 Volts).

I have complained to everyone, used every avenue available to me except one, and that is one that I simply cannot afford. Legal action. What is happening is criminal, I have been sold a service, that simply cannot be delivered to me, in NBN's own admission they cannot provide me what I am paying for, I assert that the current technology is so flawed, that a reliable service cannot be delivered to anyone using Fixed Wireless. Therefore, it is not as described and it is not fit for service, these 2 points alone show a clear breach of the Australian Consumer Guarantee. It seems that it is ok for NBN to over advertise (superfast, reliable internet access) and yet under deliver, it also seems that this trait is acceptable by our own government. Access to the internet in today's world has become increasingly essential and the simple fact that a Government run organisation cannot deliver what they have advertised is beyond unacceptable. As the base infrastructure cannot deliver service, it does not matter which RSP is commissioned to re-sell access. Every RSP, due to no fault of their own, is also in breach of the Australian Consumer Guarantee because the base infrastructure cannot deliver what is promised. RSP's, Like Telstra or Optus for example, are coping the blame in many instances and yet there is absolutely nothing they can do to resolve the issue as they do not own the network. NBN are of the habit to tell everyone the issue is not " not enough CVC bandwidth has been purchased by the RSP... ". Unfortunately in some cases, this is simply not true and is a cop out to try and blame

shift and spin the fact that their network design and implementation is inherently flawed. I have attached speed test graphs for pretty much the last month (the date range is in US format.. so 5/8/2018 is actually 08/05/2018, it's just how the website published it). You can see the start of the graph, these are speeds BEFORE our tower upgrade, then you can see speeds AFTER the tower upgrade. You can clearly see that the average speeds have dropped considerably.

In Summary, advice from NBN is that my speeds will not be fixed... EVER..... As a result, I am expected to pay extra for a service (More than people on Fixed line connections) that cannot even stream Netflix at night... So much for an 80 Billion dollar network.... NBN has also confirmed that there is NO speed guarantee for a fixed wireless service as the network design cannot deliver consistent speeds as the technology is flawed and not fit for purpose. I remember back to when we were a country that gave everyone a "fair go" but this type of business model seems to only support infrastructure being delivered that they can make money out of, and not to deliver basic services to Australians.

I have all the evidence that the service is clearly not as advertised and is simply not being delivered, but no-one seems to care... I implore you, send any technician out here to experience what the quality of the service being actually provided is. We in Rural settings in Australia are at crisis state with the lack of a delivery of a reliable internet service.

If you are reading this and cannot understand why Rural Australians are so annoyed by this service? Please remember we pay the same taxes as everyone else, BUT, we are not being delivered anywhere near the same services as those in the City. Is it more expensive to run the services to us, yes, and as Rural Australians we understand this and are prepared to pay more for the fact we live in the most beautiful parts of Australia. However, when we pay more and do not get what is promised, it is time we all stand up... Enough is Enough NBN...

<https://www.nbnco.com.au/blog/the-nbn-project/shrinking-the-digital-divide.html> Describes how NBN is reducing the digital divide between city and rural users of the NBN network. As you have read above, this is simply not true... Not only can they NOT deliver what they claim, they are falsely advertising on their own website that they are delivering. Since we have to pay MORE to get the service, and the service cannot be delivered as sold, how is that not actually INCREASING this digital divide and exacerbating the problem even further?

Simon Wells

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