



Sat 13/06/2015 2:06 PM

Matt Fanning

Helensburgh exchange

To secretariat@rtirc.gov.au

Hi there,

I believe I am emailing the right person. Over the past 6 months or so, my home ADSL connection has been getting slower and slower. This is not just me in the area that has noticed this, a number of friends and family are having the same problem.

My line syncs at about 8.8mbit/s. During the day, i can download at approximately 7.5-8mbit/s. At approximately 3pm every weekday, my assumption is when kids start arriving home from school, it drops to about 5-6mbit, then from about 5 through til about 9-10pm, it will drop to 4-5mbit. Some days it is better, others it is much worse. Some days there is no point even trying to use it. Latencies also suffer quite considerably.

My provider is with dodo, however others in the area who experience the same problem are with Telstra, and I notice a correlation between low speeds on my adsl with slow speeds on my 3G wireless internet connection that is with Telstra.

I used to live quite close to the exchange, and had begun noticing the problem over a year ago, but my download speeds dropped from 18mbit to approx 13, so it didn't bother me as much. I am assuming that this isn't a coincidence, but since Netflix has arrived, performance has degraded significantly.

If I am not contacting the right person, who should I be talking to to try get some sort of action? Dodo is completely unhelpful on the matter, because they don't believe it is their problem, or they can't see it. My best guess is the pipe coming out of our exchange here becomes fully saturated.

I live in stanwell tops, nsw, 2508. The exchange is in Helensburgh, nsw, 2508.

Cheers,
Matt