



Sun 14/06/2015 3:52 PM

Gary Fassbender

huge complaint

To secretariat@rtirc.gov.au

I have a big issue with rural internet services!

I live 15km south of Ingham in far north Queensland and work for an internet service provider doing after hours technical support.

For my job I need internet but unfortunately where I live I can NOT access adsl, the NBN has gone and provided service to a tiny township 5 km north of us who were able to access the adsl network and us guys out here are stuck with paying exorbitant prices for very minimal data via the Telstra mobile broadband network.

Not only is this service extremely over priced it is also very unreliable and due to lots of packet loss the piddly 8Gb of data I get for \$55 is used up every month well before the time period for rolling over to the next months data and therefore I am forced to also have pre paid mobile broadband just to be able to do my job!

We don't have the luxury to actually get online and surf the web, do online shopping, watch any video clips or listen to any sound files because we simply don't have the data available to us!

I am flabbergasted at how or government can allow the NBN to provided there service to the tiny township of Toobanna which is approximately 40 square kilometres.

The population of Toobanna By 2011 was 273

The predominant age group in Toobanna is 55-64 years who really wouldn't use the internet that much?

Yet 5-8km south we live in an area called Helens' Hill that has NO ADSL service available yet has aprox the same population but much younger and also a primary school that all need to use Telstra mobile broadband if they want to get online.

Wouldn't it have made more sense to provide a fair deal to us guys out here and let us access NBN instead of giving it to a tiny township that could already access some sort of decent internet via the adsl system?

Why are we so disadvantaged in having to pay the following amounts for internet and then held to ransomed because Telstra is the only company that can provide this service to us. ?

S 1GB For use in Australia Cost per MB 2.44c	M 4GB For use in Australia Cost per MB 0.85c	L 8GB For use in Australia Cost per MB 0.67c	XL 15GB For use in Australia Cost per MB 0.68c
\$25 per month 24 month minimum term Total minimum cost \$600	\$35 per month 24 month minimum term Total minimum cost \$840	\$55 per month 24 month minimum term Total minimum cost \$1,320	\$105 per month 24 month minimum term Total minimum cost \$2,520

Telstra Pre-Paid Mobile Broadband Data Passes

Our data passes are packing more data than ever before, so you and your family can connect your compatible tablets, laptops and devices on Australia's best mobile network. Choose the data pass that works for you and your device.

3 DAY PASS \$10	WEEK PASS \$20	MONTH PASS \$30	ANNUAL PASS \$50	2 YEAR PASS \$140
1GB	2GB	3GB	5GB	16GB
3 DAY EXPIRY	7 DAY EXPIRY	30 DAY EXPIRY	365 DAY EXPIRY	730 DAY EXPIRY
Perfect for a weekend away	Keep entertained on a short holiday	Great for regular users in/out of home	Long expiry, great for your annual holiday	Heaps of data, and extra long expiry
ROLL OVER YOUR UNUSED DATA & RECHARGE CREDIT When you recharge before your expiry date.				
All to use in Australia				

Yet if we could access ADSL here are the comparison prices via the company I work for and data allowances!

Broadband Plans

Broadband Internet 50GB	Broadband Internet 100GB	Broadband Internet 200GB	Broadband Internet 500GB
\$49.95 per month 50GB of data anytime \$1 per GB Hardware included No connection fee No excess data charge Shaped to 256/64K Minimum Cost over 24 months: \$1,198.80	\$59.95 per month 100GB of data anytime \$0.60 per GB Hardware included No connection fee No excess data charge Shaped to 256/64K Minimum Cost over 24 months: \$1,438.80	\$69.95 per month 200GB of data anytime \$0.35 per GB Hardware included No connection fee No excess data charge Shaped to 256/64K Minimum Cost over 24 months: \$1,678.80	\$89.95 per month 500GB of data anytime \$0.12 per GB Hardware included No connection fee No excess data charge Shaped to 256/64K Minimum Cost over 24 months: \$2,158.80

Then we offer this via the NBN network:

EasyStart: 12+ / 1+ MEGABITS PER SECOND	FastLane: 25+ / 5+ MEGABITS PER SECOND	Express: 50+ / 20+ MEGABITS PER SECOND	SuperExpress: 100+ / 40+ MEGABITS PER SECOND
\$49 per month NBN 12/1 50GB Plan Minimum total cost over 24 months is \$1176. Cost of 1MB of data is \$0.0010. Add an optional NBN Voice Plan: <input type="radio"/> NBN Home Starter +\$15 per month <input type="radio"/> NBN Home Ultimate +\$55 per month <input type="button" value="Sign-up"/>	\$54 per month NBN 25/5 50GB Plan Minimum total cost over 24 months is \$1296. Cost of 1MB of data is \$0.0011. Add an optional NBN Voice Plan: <input type="radio"/> NBN Home Starter +\$15 per month <input type="radio"/> NBN Home Ultimate +\$55 per month <input type="button" value="Sign-up"/>	\$64 per month NBN 50/20 50GB Plan Minimum total cost over 24 months is \$1536. Cost of 1MB of data is \$0.0013. Add an optional NBN Voice Plan: <input type="radio"/> NBN Home Starter +\$15 per month <input type="radio"/> NBN Home Ultimate +\$55 per month <input type="button" value="Sign-up"/>	\$69 per month NBN 100/40 50GB Plan Minimum total cost over 24 months is \$1696. Cost of 1MB of data is \$0.0014. Add an optional NBN Voice Plan: <input type="radio"/> NBN Home Starter +\$15 per month <input type="radio"/> NBN Home Ultimate +\$55 per month <input type="button" value="Sign-up"/>

I am blown away that in 2015 here I live in Australia and still can't get a fair deal for our internet!

Could someone please explain to me why this is so?