

Inquiry into co-investment in multi-carrier regional mobile infrastructure

We live in [REDACTED] which is a locality North East of Rockhampton in Central Queensland. It is on the edge of the Rockhampton City Council and situated on the Northern side of the Yeppoon Road. We have been unable to access ADSL as we are more than 5 kilometres from the Parkhurst Telephone Exchange. For many years the only way we could access the Internet was through an expensive mobile data internet plan from Telstra, it was around \$85 per month for 25 GB.

When the NBN was first proposed we were told that we would be getting a fixed mobile internet system. This system would have been able to satisfy our needs for work, school and home with respect to reliability, internet speeds and data allocation (1 Terabyte per month for around \$85). We were looking forward to this installation. After the Abbott government reduced the infrastructure spending for the NBN we were told our only access to the NBN would be through the Skymuster satellite. We had the satellite dish installed and engaged a contract with Activ8me. This system was NOT able to satisfy our needs for work, school or home. The signal is dependent on the weather and can cut out without warning, for example from high winds, cloud cover or in a storm. Also, the plans are such that most of the data is ONLY available **between 1 am and 7 am**. The other 18 hours per day are determined to be peak hours and they limit the amount of data. With our current plan of 150GB per month **only 20GB are available to us between 7 am and 1 am the following day**. When we use up the 20GB our internet is 'shaped' and is unusable for essential work and school tasks or leisure activities such as, streaming video. **That is, only 13% of the data is available to us during our waking hours!** There is not much we can do to improve the satellite service as even if we increase the plan MOST of the data is available for 6 hours in the early morning and the cost is exorbitant.

As the Skymuster satellite was not suitable to our needs we retained our mobile data internet plan from Telstra. Telstra have increased the maximum package size to 400GB for which we currently pay \$85 per month. The Telstra mobile internet service can also be variable with respect to speed and reliability. **Since we had the satellite system installed, we have paid for two internet services in the hope that at least one will be reliable when we need to use the Internet.**

In early 2021 we installed a Yagi Smart antenna and booster to try and improve the Telstra mobile internet signal. This system was recommended to us and installed by Telstra. It cost \$2000 and has made very little difference to the speed or reliability of the Internet signal.

Over the last 18 months the Telstra mobile internet service has become increasingly unreliable and VERY slow. We believe that this is because many

more people have built homes in our area with no appropriate upgrading of infrastructure (towers), or increased bandwidth being made available. This was confirmed by Telstra when we lodged a complaint about the service. They said there would be at least 12 months of ongoing unreliable service before they could see any hope of improvement to infrastructure. Note they did not give any guarantee of improving the service.

Attached are speeds that we have been recording using Telstra's speed test website. As you can see the speed varies considerably, many times the signal drops away without notice. On many occasions the signal was so poor we could NOT even open the Telstra speed check website. The service is virtually unusable with no promise of it being improved BUT the certainty that the reliability and speeds will get worse as they have just opened another housing estate in our area.

We would like the committee to make recommendations to install a fixed mobile internet system to people living in our locality so that we may be able to access a quick reliable Internet service. We live 10 minutes from a major regional city, but our internet service is less reliable than for people in the developing world.

Thank you for taking the time to read my submission.

Tuesday 27.9.22

<u>Time.</u>	<u>Download.</u>	<u>Upload.</u>
8:55am.	2.93Mbps,	1.66Mbps
10:09am.	5.46Mbps,	2.09Mbps
11:27am.	5.58Mbps,	4.09Mbps
12:54pm.	5.65Mbps,	3.72Mbps
2:26pm.	<u>0.11Mbps,</u>	1.91Mbps
3:40pm.	6.09Mbps,	4.89Mbps
4:42pm.	13.38Mbps,	3.35Mbps
6:14pm.	2.68Mbps,	7.54Mbps
8:24pm.	<u>0.87Mbps,</u>	3.40Mbps
9:47pm.	<u>0.03Mbps,</u>	0.76Mbps

Wednesday 28.9.22

7:04am.	<u>0.13Mbps,</u>	2.94Mbps
8:32am.	2.90Mbps,	2.66Mbps
9:38am.	<u>0.57Mbps,</u>	2.37Mbps
11:11am.	2.25Mbps,	3.60Mbps
2:54pm.	<u>0.18Mbps,</u>	0.08Mbps
3:55pm.	10.23Mbps,	3.75Mbps
5:18pm.	<u>0.9Mbps,</u>	1.6Mbps
7:15pm.	<u>0.2Mbps,</u>	1.9Mbps
8:57pm.	7.8Mbps,	18.7Mbps
9:25pm.	<u>0.3Mbps,</u>	3.6Mbps

Thursday 29.9.22

7:36am.	11.5Mbps,	13.9Mbps
9:00am.	26.4Mbps,	12.2Mbps
9:30am.	15.4Mbps,	8.5Mbps
11:28am.	11.5Mbps,	10.6Mbps
2:35pm.	<u>No test could be run. Too slow.</u>	
3:30pm.	<u>No test could be run. Too slow.</u>	
4:11pm.	<u>0.0Mbps,</u>	1.1Mbps
5:00pm.	<u>0.0Mbps,</u>	2.5Mbps
5:37pm.	17.8Mbps,	17.7Mbps
5:57pm.	<u>0.0Mbps,</u>	1.8Mbps
7:59pm.	<u>0.2Mbps,</u>	3.3Mbps
9:08pm.	<u>0.2Mbps,</u>	2.4Mbps
10:02pm.	<u>0.6Mbps,</u>	5.8Mbps

Friday 30.9.22

10:06am.	<u>0.1Mbps,</u>	0.0Mbps
11:10am.	<u>No test could be run. Too slow.</u>	
12:04pm.	<u>0.1Mbps,</u>	1.2Mbps
2:00pm.	<u>0.2Mbps,</u>	1.1Mbps
2:40pm.	<u>0.1Mbps,</u>	0.8Mbps
7:07pm.	<u>0Mbps,</u>	0Mbps
7:22pm.	3Mbps,	3.2Mbps

8:00pm. **0Mbps**, 2.3Mbps

Saturday 1.10.22

8:48am. **0.1Mbps**, 0.8Mbps

10:33am. **0.2Mbps**, 1.9Mbps

3:05pm. 8.9Mbps, 10.6Mbps

3:28pm. **0.2Mbps**, 2.8Mbps

4:02pm. 13.2Mbps. 10Mbps

Sunday 2.10.22

9:25am 7.1Mbps, 9.6Mbps

9:49am. 6.4Mbps, 9.1Mbps

10:33am. 5.4Mbps, 9.8Mbps

12:31pm. 6.4Mbps, 9.2Mbps

3:13pm. 8.9Mbps, 4.4Mbps

3:51pm. 8.8Mbps, 6.2Mbps

5:20pm. **0Mbps**, 1.3Mbps

9:30pm. 10.6Mbps, 0.2Mbps

9:54pm. 9.1Mbps, 0.9Mbps

Monday 3.10.22

9:35am. 11.3Mbps, 0.9Mbps

11:43am. 14.5am, 6.6Mbps

12:03pm. **0.1Mbps**, 1.5Mbps

1:12pm. 16.4Mbps, 13.2Mbps

2:41pm. 11.5Mbps, 0.8Mbps

4:26pm. 10.3Mbps, 6.8Mbps

6:48pm. 27.8Mbps, 12.4Mbps

7:13pm. 21.2Mbps, 11.3Mbps

9:08pm. 11.7Mbps, 6.4Mbps

10:01pm. 24.1Mbps, 11.2Mbps

Tuesday 4.10.22

8:01am. **0.2Mbps**, 2.8Mbps

8:48am. 10.3Mbps, 13Mbps

10:15am. 2.2Mbps, 7.5Mbps

10:53am. **1.7Mbps**, 4Mbps

12:41pm. 2.2Mbps, 2.8Mbps

1:45pm. **0.3Mbps**, 4.7Mbps

4:24pm. 5.7Mbps, 5.3Mbps

8:59pm. 5.7Mbps, 9.3Mbps

Wednesday 5.10.22

7:41am. 11.4Mbps, 0.8Mbps

7:33pm. 7Mbps, 0.9Mbps

Thursday 6.10.22

8:53am. 9Mbps, 3.2Mbps

11:49am. 11.8Mbps, 8.2Mbps

6:17pm. 23.3Mbps, 10.8Mbps

Saturday 8.10.22

10:32am. 21.8Mbps, 8.1Mbps
1:42pm. 6Mbps, 2.1Mbps
1:51pm. **No test could be run. Too slow.**
4:24pm. **1.6Mbps,** 0.2Mbps

5:14pm. **1.8Mbps,** 0.3Mbps

6:53pm. **No test could be run. Too slow.**
7:48pm. **1.1Mbps,** 11.7Mbps

9:32pm. **0.1Mbps,** 7Mbps
11:09pm. **0.1Mbps,** 2.8Mbps

Sunday 9.10.22

9:09am. **0.1Mbps,** 5Mbps
9:53am. **0.5Mbps,** 4.8Mbps

Monday 10.10.22

7:45pm. 7.6Mbps, 12Mbps

Wednesday 12.10.22

7:39am. 24.2Mbps, 7.3Mbps
8:10am. 20.3Mbps, 14.5Mbps
8:21am. **Modem shut down. No signal available.**

8:38am. **1.4Mbps,** 15.4Mbps
9:00am. 9.8Mbps, 12.7Mbps
9:22am. 11Mbps, 10.5Mbps
10:33am. 11.5Mbps, 0.7Mbps
12:02pm. 11.5Mbps, 0.1Mbps
12:55pm. 12.1Mbps, 0.4Mbps
3:16pm. 18Mbps, 1.3Mbps
4:46pm. 15.2Mbps, 5.2Mbps
5:36pm. 11.7Mbps, 7.6Mbps
7:04pm. **0.1Mbps,** 0.0Mbps
7:47pm. 7.2Mbps, 8Mbps

Thursday 13.10.22

6:55am. 3.7Mbps, 5.8Mbps
4:24pm. 6.3Mbps, 10.9Mbps

Friday 14.10.22

6:33am. 2Mbps, 10.1Mbps
7:12am. 7Mbps, 8.3Mbps
5:11pm. 11.3Mbps, 0.9Mbps
7:26pm. **0Mbps,** 2.5Mbps
8:11pm. **0.2Mbps,** 4.3Mbps
8:37pm. **0.2Mbps,** 4.2Mbps
9:24pm. **0.2Mbps,** 2.9Mbps
9:52pm. **0.5Mbps,** 5Mbps

Saturday 15.10.22

7:31am.	<u>0.1Mbps,</u>	1.6Mbps
7:45am.	<u>0.2Mbps,</u>	4.4Mbps
9:10am.	<u>0.5Mbps,</u>	4Mbps
9:35am.	<u>0.1Mbps,</u>	4.2Mbps
9:51am.	<u>0.1Mbps,</u>	3.7Mbps
10:22am.	<u>0.1Mbps,</u>	4.9Mbps
11:05am.	<u>0.1Mbps,</u>	3.7Mbps
1:40pm.	<u>0.1Mbps,</u>	3Mbps
3:19pm.	13.1Mbps,	25.1Mbps
6:16pm.	<u>0.1Mbps,</u>	4.5Mbps
6:29pm.	<u>0.2Mbps,</u>	2.5Mbps
6:53pm.	<u>0Mbps,</u>	2.3Mbps
7:30pm.	<u>0.1Mbps,</u>	3.1Mbps
8:56pm.	<u>0.1Mbps,</u>	4.2Mbps
9:30pm.	<u>0.2Mbps,</u>	0Mbps
10:15pm.	<u>0.1Mbps,</u>	4.7Mbps
11:03pm.	6.3Mbps,	13.8Mbps
11:38pm.	16.4Mbps,	16.6Mbps

Sunday 16.10.22

8:06am.	<u>0Mbps,</u>	1Mbps
9:20am.	<u>0.1Mbps,</u>	4.1Mbps
10:01am.	11.5Mbps,	9.5Mbps
10:35am.	21.1Mbps,	16.1Mbps
3:23pm.	<u>1.3Mbps,</u>	4.4Mbps
4:19pm.	3.8Mbps,	9.2Mbps

Monday 17.10.22

7:48am.	7.3Mbps,	8.1Mbps
2:33pm.	9Mbps,	7.3Mbps
9:54pm.	2.9Mbps,	7.3Mbps

Tuesday 18.10.22

7:13am.	<u>1.2Mbps,</u>	4.4Mbps
8:34am.	4.5Mbps,	14.1Mbps
9:22am.	9.6Mbps,	9.6Mbps
10:14am.	9.6Mbps,	10.4Mbps
11:36am.	9.6Mbps,	10.2Mbps
2:55pm.	7.9Mbps,	7.1Mbps
5:18pm.	8.6Mbps,	8.8Mbps
9:35pm.	6.4Mbps,	7.6Mbps

Wednesday 19.10.22

7:28am.	5.3Mbps,	15Mbps
8:44am.	9.2Mbps,	15.5Mbps
10:36am.	3.6Mbps,	9.2Mbps
12:27pm.	4.7Mbps,	12.7Mbps
2:42pm.	5.4Mbps,	11.4Mbps
4:26pm.	<u>1.3Mbps,</u>	2.9Mbps

Thursday 20.10.22

7:29am.	<u>0.2Mbps,</u>	7.5Mbps
9:55am.	7.9Mbps,	13.1Mbps
11:08am.	3Mbps,	13.4Mbps
12:02pm.	6.8Mbps,	10.7Mbps
5:02pm.	<u>0.3Mbps,</u>	8.3Mbps
9:26pm.	7Mbps,	5.7Mbps

Friday 21.10.22

7:00pm.	<u>0.9Mbps,</u>	2.5Mbps
7:17pm.	<u>1.8Mbps,</u>	5.6Mbps
7:59pm.	<u>1.4Mbps,</u>	10.2Mbps

Saturday 22.10.22

9:33am.	<u>1.4Mbps,</u>	9.9Mbps	10:52am.
<u>0.1Mbps,</u>	1.9Mbps		12:18pm.
3.2Mbps,			8.2Mbps
1:40pm.	5.8Mbps,		9.2Mbps
2:59pm	5Mbps,		5.6Mbps
4:40pm.	11.9Mbps,	???	
5:07pm.	<u>0.2Mbps,</u>	0.8Mbps	6:40pm.
<u>0.2Mbps,</u>	1.6Mbps		7:04pm.
<u>0.6Mbps,</u>	2.3Mbps		7:46pm.
10.2Mbps,	6.2Mbps		

Sunday 23.10.22

6:23am.	12Mbps,	9.5Mbps
6:50am.	8.8Mbps,	7.8Mbps
7:30am.	11.6Mbps,	8Mbps
11:42am.	3.8Mbps,	10.4Mbps
12:47pm.	<u>0Mbps,</u>	0.8Mbps
4:36pm.	<u>1.5Mbps,</u>	5.7Mbps
8:43pm.	<u>1.8Mbps,</u>	2.5Mbps
8:57pm.	<u>0.1Mbps,</u>	1.4Mbps

Monday 24.10.22

7:24am.	<u>1.7Mbps,</u>	9.1Mbps
7:55am.	4.6Mbps,	10.3Mbps
8:44am.	4.4Mbps,	8.5Mbps
10:41am.	10.2Mbps,	3.2Mbps
11:53am.	<u>0.2Mbps,</u>	1.5Mbps
12:20pm.	<u>0.4Mbps,</u>	2.8Mbps
2:49pm.	5Mbps,	10.6Mbps
3:52pm.	10.8Mbps,	12.4Mbps
10:02pm.	<u>1.6Mbps,</u>	7Mbps

Tuesday 25.10.22

7:12am.	11.8Mbps,	8.5Mbps
8:32am.	<u>0.2Mbps,</u>	5.8Mbps
10:59am.	4.3Mbps,	8.7Mbps
11:22am.	14.4Mbps,	11.7Mbps

Monday 31.10.22

9:20pm.	<u>0.1Mbps,</u>	1.7Mbps
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Tuesday 1.11.22

7:40am.		<u>0Mbps,</u> 1.5Mb
ps 8:01pm.	<u>0Mbps,</u>	
1.9Mbps	8:47am.	5.4Mbps,
4.5Mbps		
6:41pm.	15.5Mbps,	7Mbps
7:49pm.	13.1Mbps,	
	11.4Mbps	9:12pm.
	18.9Mbps,	
	9.5Mbps	

Wednesday 2.11.22

7:16am.	7Mbps,	9.4Mbps
9:27am.	14.7Mbps,	9.4Mbps
1:01pm.	<u>0.3Mbps,</u>	2.5Mbps
2:01pm.	3.6Mbps,	4.1Mbps
7:15pm.	<u>0.1Mbps,</u>	6.6Mbps
7:46pm.	<u>0.7Mbps,</u>	10.9Mbps
8:43pm.	<u>0.1Mbps,</u>	1.4Mbps