

Hi, my name is [REDACTED] and I live at [REDACTED] in Macquarie, ACT.

I first moved to Canberra in 2013, and signed up to Transact for Broadband services as they were bundled together with power and water for a discount. At some point between 2013 and 2015, Transact were bought out by IINet, which I was completely uninformed about until I moved to my current location. Because of the buyout, my existing Transact account was unable to transfer to my new address, so I simply had to sign a new contract with IINet, or go to another provider and start the application process from scratch. For whatever reasons, the service agent that renewed my contract, upon investigating whether my current address was able to get broadband, informed me that not only would I be able to get broadband, but that it would be faster than where I currently lived.

At my new, current, residence, the speed of broadband services has been generally terrible. After a few weeks I called IINet, and received what could only be considered a very hostile barrage of accusations aimed at Telstra in response to my request that someone comes to inspect the line for me. Regardless of my stating that I was perfectly happy to pay the call out fee, several 'customer service' agents repeatedly used the call out fee as an excuse not to send someone to inspect the line. On repeated occasion, IINet agent either did not call back when they said they would, called back at incorrect times, particularly at times when I informed them I wouldn't be at home, and even failed to elevate the fault to a level required for investigation.

The acquisition of IINet by TPG has done nothing to improve the speed or the quality of customer service. A few weeks ago my Broadband slowed down even more so than usual. After two hours with a TPG service agent, which are obviously now based in an Indian call centre, and thus, have no personal experience of internet connection quality in Australia, I was left with no internet connection at all. Due to this, the service agent finally agreed to send out someone to inspect the line. By some miracle, in the morning, the internet connection was restored. A few hours later I received a text message, informing me that because my internet was now working they had cancelled the line inspection; without asking for my consent!

Apart from the fact that in three years my internet provider has changed three times, which in itself is a worrying concern, none of these changes of ownership a resulted in change of the quality of service I have received. Customer service has been generally poor. Furthermore, my contract with IINet bundled me with a "Fetch TV" unit, which in opinion has been a complete lemon. Apart from the fact that my connection is so slow to use any if the 'online' content such as Netflix, the unit itself has very bad reception, and makes the groups of free to air channels controlled by SBS and 10 unviewable. Needless to say, for \$10 a month, my 'Fetch TV' unit sits on a shelf and gathers dust, completely unused.

On the following pages are numerous samples of the my internet speed, taken longitudinally, using <http://www.ozspeedtest.com/bandwidth-test> . I have included a section from TPG that states clearly what they accept as a 'minimum standard' for broadband speeds, along with a reading taken of my internet speed as I write this. I should also mention that today is a good day for my internet speed. TPG clearly states that 880kbps is the minimum accepted speed. My speed today is 720kbps, and as said, that is good day. On the 2/9/2015 I recorded a download speed of 1kpbs, dial up would be faster.

The actual speeds may vary due to many factors such as your distance from your local telephone exchange, the quality of your copper phone line and broadband equipment. Acceptable connection speed rate for ADSL Off-Net 8M plan is minimum 880kbps/136kbps (down/up stream) and ADSL2+ Off-Net plans is minimum 900kbps/150kbps (down/up stream). TPG https://www.tpg.com.au/products_services/broadband-offnet

[[*Test Results from [http://www.ozspeedtest.com/bandwidth-test/results/ \[REDACTED\]](http://www.ozspeedtest.com/bandwidth-test/results/ [REDACTED]) Oz
Broadband Speed Test*]]

[[(-----
Test run on [*29/07/2016*] @ [*09:32 AM*]]]

[(Mirror: [*iiNet*]
Data: [*7 MB*]
Test Time: [*10 secs*]]]

[(Your line speed is [*5.78 Mbps*] (5784 kbps).
Your download speed is [*723 KB/s*] (0.72 MB/s).)]

Other Speed test results

[[*Test Results from [http://www.ozspeedtest.com/bandwidth-test/result: \[REDACTED\]](http://www.ozspeedtest.com/bandwidth-test/result: [REDACTED]) >Oz
Broadband Speed Test*]]

[[(-----
Test run on [*11/07/2015*] @ [*09:15 PM*]]]

[(Mirror: [*iiNet*]
Data: [*4 MB*]
Test Time: [*10 secs*]]]

[(Your line speed is [*3.2 Mbps*] (3204 kbps).
Your download speed is [*401 KB/s*] (0.4 MB/s).)]

[[*Test Results from [http://www.ozspeedtest.com/bandwidth-test/results/ \[REDACTED\]](http://www.ozspeedtest.com/bandwidth-test/results/ [REDACTED]) >Oz
Broadband Speed Test*]]

[[(-----
Test run on [*12/07/2015*] @ [*12:06 PM*]]]

[(Mirror: [*iiNet*]
Data: [*4 MB*]
Test Time: [*10.01 secs*]]]

[(Your line speed is [*3.51 Mbps*] (3509 kbps).
Your download speed is [*439 KB/s*] (0.44 MB/s).)]

[[*Test Results from Oz
Broadband Speed Test*]]

[(------
Test run on [*12/07/2015*] @ [*03:46 PM*]]]

[(Mirror: [*iiNet*]
Data: [*527 KB*]
Test Time: [*10.3 secs*]]]

[(Your line speed is [*419 kbps*] (0.42 Mbps).
Your download speed is [*52 KB/s*] (0.05 MB/s).)]

[[*Test Results from Oz
Broadband Speed Test*]]

[(------
Test run on [*12/07/2015*] @ [*03:50 PM*]]]

[(Mirror: [*iiNet*]
Data: [*647 KB*]
Test Time: [*10.12 secs*]]]

[(Your line speed is [*524 kbps*] (0.52 Mbps).
Your download speed is [*66 KB/s*] (0.07 MB/s).)]

[[*Test Results from Oz
Broadband Speed Test*]]

[(------
Test run on [*12/07/2015*] @ [*11:51 PM*]]]

[(Mirror: [*iiNet*]
Data: [*4 MB*]
Test Time: [*10 secs*]]]

[(Your line speed is [*3.1 Mbps*] (3102 kbps).
Your download speed is [*388 KB/s*] (0.39 MB/s).)]

[[*Test Results from Oz
Broadband Speed Test*]]

[(------
Test run on [*13/07/2015*] @ [*09:34 AM*]]]

[(Mirror: [*iiNet*]
Data: [*4 MB*]
Test Time: [*10.01 secs*]]]

[(Your line speed is [*3.08 Mbps*] (3075 kbps).)

Your download speed is [***384 KB/s***] (0.38 MB/s.)]

DROP OUT @2:57

[***Test Results from Oz
Broadband Speed Test***]

[**(-----
Test run on [13/07/2015] @ [02:59 PM])**]

[**(Mirror: [iiNet*]
Data: [4 MB*]
Test Time: [10.04 secs*])**]

[**(Your line speed is [3.73 Mbps*] (3727 kbps).
Your download speed is [466 KB/s*] (0.47 MB/s.)**)]

[***Test Results from Oz
Broadband Speed Test***]

[**(-----
Test run on [13/07/2015] @ [08:56 PM])**]

[**(Mirror: [iiNet*]
Data: [3 MB*]
Test Time: [10 secs*])**]

[**(Your line speed is [2.7 Mbps*] (2701 kbps).
Your download speed is [338 KB/s*] (0.34 MB/s.)**)]

[***Test Results from Oz
Broadband Speed Test***]

[**(-----
Test run on [14/07/2015] @ [12:31 AM])**]

[**(Mirror: [iiNet*]
Data: [463 KB*]
Test Time: [10.04 secs*])**]

[**(Your line speed is [378 kbps*] (0.38 Mbps).
Your download speed is [47 KB/s*] (0.05 MB/s.)**)]

[***Test Results from Oz
Broadband Speed Test***]

[**(-----
Test run on [14/07/2015] @ [12:37 AM])**]

[**(Mirror: [iiNet*]
Data: [693 KB*]
Test Time: [10.03 secs*])**]

[**(Your line speed is [566 kbps*] (0.57 Mbps).**)]

Your download speed is [***71 KB/s***] (0.07 MB/s.)]

[***Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████ Oz Broadband Speed Test***]

[**(-----**
Test run on [***14/07/2015***] @ [***12:44 AM***)]

[**(Mirror: [*iiNet*]**
Data: [***395 KB***]
Test Time: [***10.01 secs***)]

[**(Your line speed is [*323 kbps*] (0.32 Mbps).**
Your download speed is [***40 KB/s***] (0.04 MB/s.)]

[***Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████ Oz Broadband Speed Test***]

[**(-----**
Test run on [***14/07/2015***] @ [***01:20 PM***)]

[**(Mirror: [*iiNet*]**
Data: [***4 MB***]
Test Time: [***10 secs***)]

[**(Your line speed is [*3.75 Mbps*] (3745 kbps).**
Your download speed is [***468 KB/s***] (0.47 MB/s.)]

[***Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████ Oz Broadband Speed Test***]

[**(-----**
Test run on [***15/07/2015***] @ [***12:49 PM***)]

[**(Mirror: [*iiNet*]**
Data: [***4 MB***]
Test Time: [***10.04 secs***)]

[**(Your line speed is [*3.64 Mbps*] (3639 kbps).**
Your download speed is [***455 KB/s***] (0.45 MB/s.)]

[***Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████ Oz Broadband Speed Test***]

[**(-----**
Test run on [***16/07/2015***] @ [***08:53 AM***)]

[**(Mirror: [*iiNet*]**
Data: [***2 MB***]
Test Time: [***10.05 secs***)]

[**(Your line speed is [*1.95 Mbps*] (1946 kbps).**
Your download speed is [***243 KB/s***] (0.24 MB/s.)]

[[*Test Results from Oz
Broadband Speed Test*]]

[(-----
Test run on [*17/07/2015*] @ [*12:04 PM*]]]

[(Mirror: [*iiNet*]
Data: [*2 MB*]
Test Time: [*10.01 secs*]]]

[(Your line speed is [*1.54 Mbps*] (1539 kbps).
Your download speed is [*192 KB/s*] (0.19 MB/s).)]

[[*Test Results from Oz
Broadband Speed Test*]]

[(-----
Test run on [*17/07/2015*] @ [*12:50 PM*]]]

[(Mirror: [*iiNet*]
Data: [*4 MB*]
Test Time: [*10 secs*]]]

[(Your line speed is [*3.72 Mbps*] (3725 kbps).
Your download speed is [*466 KB/s*] (0.47 MB/s).)]

[[*Test Results from Oz
Broadband Speed Test*]]

[(-----
Test run on [*25/07/2015*] @ [*08:22 PM*]]]

[(Mirror: [*iiNet*]
Data: [*538 KB*]
Test Time: [*10.29 secs*]]]

[(Your line speed is [*429 kbps*] (0.43 Mbps).
Your download speed is [*54 KB/s*] (0.05 MB/s).)]

[[*Test Results from Oz
Broadband Speed Test*]]

[(-----
Test run on [*25/07/2015*] @ [*08:25 PM*]]]

[(Mirror: [*iiNet*]
Data: [*319 KB*]
Test Time: [*10.01 secs*]]]

[(Your line speed is [*261 kbps*] (0.26 Mbps).
Your download speed is [*33 KB/s*] (0.03 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████Oz
Broadband Speed Test*]]

[[(-----
Test run on [*25/07/2015*] @ [*10:40 PM*]]]

[(Mirror: [*iiNet*]
Data: [*4 MB*]
Test Time: [*10 secs*])]

[(Your line speed is [*3.68 Mbps*] (3680 kbps).
Your download speed is [*460 KB/s*] (0.46 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████Oz
Broadband Speed Test*]]

[[(-----
Test run on [*26/07/2015*] @ [*10:35 AM*]]]

[(Mirror: [*iiNet*]
Data: [*99 KB*]
Test Time: [*10.42 secs*])]

[(Your line speed is [*78 kbps*] (0.08 Mbps).
Your download speed is [*10 KB/s*] (0.01 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████Oz
Broadband Speed Test*]]

[[(-----
Test run on [*26/07/2015*] @ [*10:59 AM*]]]

[(Mirror: [*iiNet*]
Data: [*4 MB*]
Test Time: [*10 secs*])]

[(Your line speed is [*3.73 Mbps*] (3730 kbps).
Your download speed is [*466 KB/s*] (0.47 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████Oz
Broadband Speed Test*]]

[[(-----
Test run on [*26/07/2015*] @ [*11:49 AM*]]]

[(Mirror: [*iiNet*]
Data: [*4 MB*]
Test Time: [*10 secs*])]

[(Your line speed is [*3.43 Mbps*] (3434 kbps).
Your download speed is [*429 KB/s*] (0.43 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████" Oz
Broadband Speed Test*]]

[(-----
Test run on [*28/07/2015*] @ [*09:23 PM*]]

[(Mirror: [*iiNet*]
Data: [*3 MB*]
Test Time: [*10.01 secs*]]]

[(Your line speed is [*2.58 Mbps*] (2584 kbps).
Your download speed is [*323 KB/s*] (0.32 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████" Oz
Broadband Speed Test*]]

[(-----
Test run on [*28/07/2015*] @ [*10:55 PM*]]

[(Mirror: [*iiNet*]
Data: [*3 MB*]
Test Time: [*10 secs*]]]

[(Your line speed is [*2.52 Mbps*] (2518 kbps).
Your download speed is [*315 KB/s*] (0.31 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████" Oz
Broadband Speed Test*]]

[(-----
Test run on [*29/07/2015*] @ [*09:12 AM*]]

[(Mirror: [*iiNet*]
Data: [*4 MB*]
Test Time: [*10.01 secs*]]]

[(Your line speed is [*3.06 Mbps*] (3058 kbps).
Your download speed is [*382 KB/s*] (0.38 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████" Oz
Broadband Speed Test*]]

[(-----
Test run on [*29/07/2015*] @ [*07:48 PM*]]

[(Mirror: [*iiNet*]
Data: [*2 MB*]
Test Time: [*10.03 secs*]]]

[(Your line speed is [*1.62 Mbps*] (1623 kbps).
Your download speed is [*203 KB/s*] (0.2 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████-Oz
Broadband Speed Test[*]]]

[(-----

Test run on [*31/07/2015*] @ [*09:00 AM*]]

[(Mirror: [*iiNet*]

Data: [*4 MB*]

Test Time: [*10.01 secs*]]]

[(Your line speed is [*3.24 Mbps*] (3244 kbps).

Your download speed is [*405 KB/s*] (0.41 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████-Oz
Broadband Speed Test[*]]]

[(-----

Test run on [*01/08/2015*] @ [*10:35 AM*]]

[(Mirror: [*iiNet*]

Data: [*3 MB*]

Test Time: [*10.04 secs*]]]

[(Your line speed is [*2.18 Mbps*] (2179 kbps).

Your download speed is [*272 KB/s*] (0.27 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████-Oz
Broadband Speed Test[*]]]

[(-----

Test run on [*01/08/2015*] @ [*11:29 PM*]]

[(Mirror: [*iiNet*]

Data: [*168 KB*]

Test Time: [*10.13 secs*]]]

[(Your line speed is [*136 kbps*] (0.14 Mbps).

Your download speed is [*17 KB/s*] (0.02 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████-Oz
Broadband Speed Test[*]]]

[(-----

Test run on [*01/08/2015*] @ [*11:39 PM*]]

[(Mirror: [*iiNet*]

Data: [*414 KB*]

Test Time: [*10.24 secs*]]]

[(Your line speed is [*331 kbps*] (0.33 Mbps).

Your download speed is [*41 KB/s*] (0.04 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████-Oz
Broadband Speed Test*]]

[(-----
Test run on [*01/08/2015*] @ [*11:50 PM*]]

[(Mirror: [*iiNet*]
Data: [*425 KB*]
Test Time: [*10.02 secs*]]]

[(Your line speed is [*348 kbps*] (0.35 Mbps).
Your download speed is [*43 KB/s*] (0.04 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████-Oz
Broadband Speed Test*]]

[(-----
Test run on [*02/08/2015*] @ [*10:00 AM*]]

[(Mirror: [*iiNet*]
Data: [*5 MB*]
Test Time: [*10.01 secs*]]]

[(Your line speed is [*3.85 Mbps*] (3854 kbps).
Your download speed is [*482 KB/s*] (0.48 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████-Oz
Broadband Speed Test*]]

[(-----
Test run on [*04/08/2015*] @ [*05:32 PM*]]

[(Mirror: [*iiNet*]
Data: [*5 MB*]
Test Time: [*10.02 secs*]]]

[(Your line speed is [*3.99 Mbps*] (3992 kbps).
Your download speed is [*499 KB/s*] (0.5 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/██████████-Oz
Broadband Speed Test*]]

[(-----
Test run on [*05/08/2015*] @ [*08:52 AM*]]

[(Mirror: [*iiNet*]
Data: [*3 MB*]
Test Time: [*10.11 secs*]]]

[(Your line speed is [*2.62 Mbps*] (2622 kbps).
Your download speed is [*328 KB/s*] (0.33 MB/s).)]

[[*Test Results from Oz
Broadband Speed Test*]]

[(-----
Test run on [*07/08/2015*] @ [*12:59 PM*]]]

[(Mirror: [*iiNet*]
Data: [*3 MB*]
Test Time: [*10.01 secs*]]]

[(Your line speed is [*2.85 Mbps*] (2854 kbps).
Your download speed is [*357 KB/s*] (0.36 MB/s).)]

[[*Test Results from Oz
Broadband Speed Test*]]

[(-----
Test run on [*01/09/2015*] @ [*10:13 AM*]]]

[(Mirror: [*iiNet*]
Data: [*3 MB*]
Test Time: [*10.02 secs*]]]

[(Your line speed is [*2.58 Mbps*] (2581 kbps).
Your download speed is [*323 KB/s*] (0.32 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-
test/results/██████████>Oz Broadband Speed Test*]]

[(-----
Test run on [*02/09/2015*] @ [*09:39 AM*]]]

[(Mirror: [*iiNet*]
Data: [*166 KB*]
Test Time: [*10.79 secs*]]]

[(Your line speed is [*126 kbps*] (0.13 Mbps).
Your download speed is [*16 KB/s*] (0.02 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-
test/results/██████████>Oz Broadband Speed Test*]]

[(-----
Test run on [*02/09/2015*] @ [*09:42 AM*]]]

[(Mirror: [*iiNet*]
Data: [*87 KB*]
Test Time: [*10.05 secs*]]]

[(Your line speed is [*71 kbps*] (0.07 Mbps).
Your download speed is [*9 KB/s*] (0.01 MB/s).)]

[[*Test Results from Oz Broadband Speed Test[*]]]

[(-----

Test run on [*02/09/2015*] @ [*09:48 AM*])]

[(Mirror: [*iiNet*]

Data: [*88 KB*]

Test Time: [*10.08 secs*])]

[(Your line speed is [*72 kbps*] (0.07 Mbps).

Your download speed is [*9 KB/s*] (0.01 MB/s).)]

[[*Test Results from Oz Broadband Speed Test[*]]]

[(-----

Test run on [*02/09/2015*] @ [*09:55 AM*])]

[(Mirror: [*iiNet*]

Data: [*304 KB*]

Test Time: [*11.46 secs*])]

[(Your line speed is [*217 kbps*] (0.22 Mbps).

Your download speed is [*27 KB/s*] (0.03 MB/s).)]

[[*Test Results from Oz Broadband Speed Test[*]]]

[(-----

Test run on [*02/09/2015*] @ [*10:03 AM*])]

[(Mirror: [*iiNet*]

Data: [*434 KB*]

Test Time: [*10.04 secs*])]

[(Your line speed is [*355 kbps*] (0.35 Mbps).

Your download speed is [*44 KB/s*] (0.04 MB/s).)]

[[*Test Results from Oz Broadband Speed Test[*]]]

[(-----

Test run on [*02/09/2015*] @ [*10:24 AM*])]

[(Mirror: [*iiNet*]

Data: [*5 MB*]

Test Time: [*10 secs*])]

[(Your line speed is [*4 Mbps*] (4002 kbps).

Your download speed is [*500 KB/s*] (0.5 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/ [REDACTED] Oz
Broadband Speed Test[*]]]

[[(-----
Test run on [*08/09/2015*] @ [*09:16 AM*]]]

[(Mirror: [*iiNet*]
Data: [*230 KB*]
Test Time: [*10.02 secs*]]]

[(Your line speed is [*188 kbps*] (0.19 Mbps).
Your download speed is [*23 KB/s*] (0.02 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/ [REDACTED] Oz
Broadband Speed Test[*]]]

[[(-----
Test run on [*29/03/2016*] @ [*10:03 AM*]]]

[(Mirror: [*iiNet*]
Data: [*805 KB*]
Test Time: [*10.02 secs*]]]

[(Your line speed is [*658 kbps*] (0.66 Mbps).
Your download speed is [*82 KB/s*] (0.08 MB/s).)]

[[*Test Results from <a href="http://www.ozspeedtest.com/bandwidth-test/results/ [REDACTED] Oz
Broadband Speed Test[*]]]

[[(-----
Test run on [*16/06/2016*] @ [*11:27 AM*]]]

[(Mirror: [*iiNet*]
Data: [*1 MB*]
Test Time: [*10.01 secs*]]]

[(Your line speed is [*845 kbps*] (0.85 Mbps).
Your download speed is [*106 KB/s*] (0.11 MB/s).)]

Is the connection with my ISP active?

Yes

1.Should I be able to surf the internet?

Yes

2.My internet speed is approximately

1036/124kbps

3.My modem is using firmware version:

BudiiLite1300

4.My modem has been connected for this long

02:20:02

5.My SIP server is connected to this Australian state:

NSW

6.Is my primary netphone account set up correctly?

No

7.Is my secondary netphone account set up correctly?