

Broadband supply in my area – Narre Warren South Victoria 3805

Thank you for the opportunity to provide input into broadband supply

I live in Narre Warren South Victoria

My broadband is ADSL2+ which is and always has been a furphy

I am lucky to get ADSL 1 speeds

I have been through all the checks on my home equipment with dodo years ago and 2 or so years ago with spintel and their 'end' it is all smoke n mirrors as they know it is because I am miles from the exchange and everyone before me gets first crack at it leaving me and other locals residents with the dribbly slow speeds.

This area has seen massive population growth and the infrastructure has not changed for my residence.

it is reliable and I have found spintel excellent value at \$40 per month 40 n 40 gig split

However to me their business model includes waiting for support for at least 90 minutes and yesterday I called themfirst time in about 2 years and waited 2 hours and 17 minutes before talking to someone in technical support who was fantastic and fixed the problem in about 3 minutes or so. I had to listen to their patronising and I believe false claims they are very busy etc when it is simple lack of resourcing.

Apparently the NBN is coming in 2016 ...well it is end of July and no movement so far here.

Will it be similar with NBN? I have doubts given it is now not fibre to the house?

Hope this assists in fleshing out what the industry players know...if ur miles from the exchange u get what is left n they know that and are still allowed to advertise it s ADSL 2+

What other business could advertise and provide a product and know they knew they could only achieve about half what the customer expected and it is legal?

This country is so lucky to have a decent ACCC please keep up the terrific work

Kind regards



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