

From: W. Allen [REDACTED]
Sent: Tuesday, 29 November 2011 7:20 PM
To: secretariat@rtirc.gov.au
Subject: An NBN Submission

Hi,

We live in a rural residential area at WARNER Queensland which is located on the North-Western urban / rural fringe of the greater Brisbane area. WARNER is located just four kilometres West of our nearest ADSL-2+ enabled suburban Telstra parent Telephone Exchange, which is located at ALBANY CREEK.

All Telecommunications services into our area were initially provided via a Telstra RIM (Remote Integrated Multiplexer) which then only allowed us dial-up modem access, data connection speeds to the Internet.

With the national roll-out of ADSL-1 services the original RIM infrastructure was, after much lobbying, letter writing and public pressure being exerted upon Telstra by all of the members of our local community, finally upgraded to a Telstra R-CMUX (Remote Customer Multiplexer) also known as a (Remote) DSLAM by other Telco providers.

This allowed us to obtain ADSL-1 service but the local Telstra CMUX only has a limited installed capacity of 'customer facing ports' which were all quickly filled up by our local area's residents, with a number of those who were a little late in making their application for connections to it, missing out and then, finding out that Telstra refused to install any additional port capacity on the CMUX.

As a result of this refusal by Telstra to upgrade their CMUX equipment to support additional customer capacity, these local residents have had to subsequently apply for slow Satellite service connection to the Internet for their properties, via the Government's subsidised Australian Broadband Guarantee service.

With the subsequent national technology evolution to ADSL-2+ service availability, we here, have not been able to migrate across to these new faster ADSL-2 services because the local Telstra CMUX equipment cannot support that newer technology.

The result of this is that all of us here at WARNER, which as I said earlier, is located hardly four kilometres, from all of the 'modern infrastructure of full blown suburbia' are stuck in a Telstra 'Technology induced Backwater' with no hope of any relief from this situation until the NBN can (hopefully) be rolled out locally to service our area. The sooner the better!

As I am sure you would already fully realise, ADSL-1 service speeds are of course, totally inadequate for anyone in our local area to utilise as their Internet access whilst simultaneously attempting to run a professional business enterprise.

I am very sure that we here at WARNER are not alone in Australia in this Telstra CMUX 'Technology induced ADSL-1 Backwater' predicament but I thought that I would bring it to your attention in order to further highlight the pressing need that currently exists to roll out the NBN project at the best possible speed across our nation, to fully enable the currently severely constrained e-business possibilities and resulting national productivity and GDP gains that this modern 'nation building' Telecommunications infrastructure exercise will inevitably provide.

'GOD's speed' to you in all of your efforts.

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