

## Broadband Blues

by Rob Harle

I thought I was alone with my broadband problems, but it seems after talking with friends, that many others in the Nimbin area are also having frustrating experiences with broadband connectivity, regardless of which ISP they are with.

I regularly (every day) experience widely varying download speeds from extremely slow to average, and worse, have numerous drop-outs where there is no ADSL connection at all. My ISP (dodo) has been very helpful in sending out technicians, who pulled connectors out of the water (in the Telstra pits) on two separate occasions, and reported a damaged cable needed replacing. Months have gone by and nothing has been done.

Others have told me of similar slow speeds and regular drop-outs, all becoming worse in the last two to three months? Significantly they live in widely separate areas of Nimbin.

Yes we have done isolation tests, changed modems, changed splitter- filters, and used different computers, some with LAN connection some with Wireless.

Frustrated with not getting a service I'm paying for, I wrote to our Hon. Federal Member Justine Elliot, her office contacted me, "shock horror we had no idea about this situation, please get others with similar problems to contact us asap so we can lodge a formal complaint with the Minister!" Some folks in the Nimbin area may live in Page, your member is Janelle Saffin, you may still write to Justine though.

So if you are experiencing broadband (cable ADSL) drop-outs and regular, very slow download speeds, PLEASE contact Justine Elliot, her email address is: [Justine.Elliot.MP@aph.gov.au](mailto:Justine.Elliot.MP@aph.gov.au) and make her aware of your specific problem.

Many people in Nimbin rely on broadband for business, education and other important activities, having an unreliable, antiquated broadband infrastructure is simply not acceptable. I seem to remember a lot of hype and election promises regarding the NBN (National Broadband Network) prior to the last federal election. How is this ever going to happen when Telstra cannot even maintain the existing prehistoric cabling and/or exchange?

I'm now taking photos of the numerous "dodgy" cabling and connectors, strung over trees and taped to barb-wire fences, which I will send to Justine

Elliot's office. The “powers that be” cannot fix problems if they are not aware of them.



The phone cable connector in a plastic bag, duct taped to a fig tree near Green Bridge Stoney Chute.



The phone cable connector in Cullen Road (our own phone line) lifted out of the pit and hung out to dry on a star picket!



The phone cable taped to the council Green Bridge sign.



The cable taped to a barb-wire fence, then into a plastic shopping bag, then up the pole.