

From: DotHealy [REDACTED]
Sent: Friday, 11 November 2011 5:21 PM
To: secretariat@rtirc.gov.au
Subject: Broadband in Lyrup

Hi!

I want to put a report in from a lot of Bigpond users in Lyrup.

We are very upset at the Bigpond broadband service at Lyrup. It would have to be the worst server I have ever had and I have had about eight. We can't see why Bigpond keeps advertising for more clients when the tower is only equipped for 2000 people and there would be over 8000 using it.

Our internet connections keep dropping out all the time - sometimes it looks like we have great service (full bars) but still it drops out on us a lot of the time.

I feel so disappointed when visitors come and hook up to it, you just can never know when you can get reception or not. I have even had a big antenna installed on the roof of my house, but still that hasn't made any difference. The worst part is we are signed in for a two year contract. Also there isn't very many broadbands available to use in the Lyrup area, yet we can see the tower in Berri from our homes.

Yours Truly Dot Healy

- and about twenty other people in Lyrup I can get them to sign a paper as well if you want.