

N J Keele

Terrigal NSW 2260
Australia

January 09 2011.

To the email addressee

Dear Sir / Madam,

Please find attached the results of a small survey conducted in a part of the estate where I live. There are 39 houses in total. 9 have no telephone or internet issues. 13 did not answer their doors. 13 have issues with their telephone and / or internet service. This ONLY deals with landline service across the Telstra copper wire network supplied to this small area.

For six (6) months I have had numerous issues with my own telephone and internet, that have been particularly frustrating, but it is far from the first time. My provider has listened and it has progressed up through the support levels. The equipment in my house has been changed – new purchases, including 2 routers and the use of an additional 2 modems at times for testing, all with similar results. My house has also been totally rewired with a new business central filter included. Still I have been told Telstra consider the problem is my house, its wiring and my equipment. Yet when they come to check it out they must fix a line problem before they can do anything else. My line pairs have been changed so many times I have lost count over time. I now find there are other residents who are having similar issues, maybe not to the same extent, but similar ad the same issues! At least one third of the residences and potentially a higher percentage!

Who will help have it sorted quickly instead of dragging on, and on, and on for years?

I still have to pay all my regular bills and the service provided is sub standard. My provider have been very active in trying to resolve the issue and will consider the monetary side once we have a resolution / know where we stand and I do believe they will from past experience. Having to rely on a third party for service and potentially to remedy the situation does not make it easy for anyone. As the TIO advise my provider have to deal with the third party, but I have to complain about my provider. The hours they have put into this so far, including the many hours I have put in as well, working with them, is an absolute nightmare, and it continues to cost both of us in time and money.

I would expect a response from you by January 21 2011 to indicate your interest in assisting in having this issue for the estate and particularly myself resolved in the short term rather than continuing on forever and a day as it currently is. If I do not hear from you then I will assume there is no interest in providing timely assistance.

Awaiting your response,



N J Keele

December 09 2011

Re Broadband

- ADSL2+ - variable – speeds can be good but often very poor
- Speeds can vary from 3 kb/s to in excess of 900 kb/s
- Can change in 30 secs and then stop
- If using the landline can't use internet often.
- If using VOIP can not use internet
- Pages often drop out if using VOIP – majority of time – 90 + %
- Much interference on VOIP when talking drop outs, noise, etc.
- Variations can occur at any hour
- Had people out to see if Wireless would solve the issue but after extensive testing found no signal could be received
- Once CBR dept knew this they approved me for a satellite connection
- Satellite people advised I would need the largest dish available, I was on the border between 2 satellites so I would drop in & out as I moved from one satellite to the other, advised would be better to stay as am currently
- TELSTRA kept telling my provider (OPTUS) that it was 1. My computer(s); 2. My router / modem; 3. My house wiring; 4. My central filter ... - never their network!
- Often replaced equipment – router – Netgear, Netcomm, Sagem, etc.
- Computers – 2 windows based desktop / workstation - Intel; now have rebuilt AMD; 3 SONY brand laptops, Apple Macbook Pro; Acer; ...
“Problem was all my equipment”
- Rewired house – cat 5 + TELSTRA approved central filter; TELSTRA came out to test - couldn't test because there was a fault on the line. Changed line pairs – already done in excess of 20 times.
- Line pairs currently changed in excess of 30 times! Cable has been reported to be replaced 7 times now, most recently 3 – 4 weeks ago.
- OPTUS are prepared to provide information on the multiple issue encountered over an extended time frame

Google maps Address Canterbury Close
Terrigal New South Wales 2260



- NO ISSUES
- ISSUES
- NO ANSWER