

From: Howard [REDACTED]
Sent: Saturday, 10 December 2011 10:43 AM
To: secretariat@rtirc.gov.au
Subject: Submission

After reading some of the submissions already in, my problems may seem a bit mundane or petty, and certainly not life threatening but, here, for what it's worth, is an excerpt from an email I sent to my local Federal MP, Deborah O'Neill and to which she replied assuring me that private residents are in fact included in the rollout, it just wasn't in the newsletter. Also I see that a lot of submitters have problems with Telstra, (tell me something new), so I would suggest that others check out <http://www.iinet.net.au/contact/> for their ISP, and no, I am not affiliated in any way with the company, (I'm 74 and retired), I just like the way they do business.

I read with interest the piece about the NBN (Central Coast Community News - Page 3) and noticed that while there was a lot about businesses, there was nothing about rolling it out to private residences (you know, the people who vote). I am concerned because you may not be aware of the fact that in quite a few places, even ADSL is not available. Here in Narara, it appears that Telstra have not seen fit to equip the exchanges nearest to us and so we have to rely on 'Wireless Broadband' which is not broadband in any sense of the word, and as for relying on it, because it uses the mobile 'phone network, it isn't really reliable at all.

In this day and age, it appears that we, on the Central Coast, are being still being treated as second class citizens when it comes to the internet. Companies such as Telstra seem to be interested in profit, not service (I was a technician in the old PMG and we prided ourselves on good service), ever since it was floated on the stock market (thanks for nothing John Howard) and even Australia Post aren't interested in delivering mail correctly (their mandate?), only selling items such as printers etc. which in any case can be bought cheaper at any electronics store.

Thank you for listening to my rant and I hope to hear from you soon. (My details are below, and for the record, I chose iiNet as my ISP because they are an Australian company, their support team, unlike Telstra, is NOT in India or Pakistan and they actually have English as their native language).

Regards,
Howard Moore,

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Narara