



Australian Competition + Consumer Commission
Discussion Paper

Domestic Mobile Roaming Declaration Inquiry

Victorian Farmers Federation Submission

November 2016

The Victorian Farmers Federation

The Victorian Farmers Federation (VFF), Australia's largest state farmer organisation and only recognised consistent voice on issues affecting rural Victoria, welcomes the opportunity to provide insight into domestic mobile roaming and ongoing telecommunications investment in rural and regional Victoria.

Victoria is home to 25 per cent of the nation's farms. They attract neither government export subsidies nor tariff support. Despite farming on only three per cent of Australia's available agricultural land, Victorians produce 30 per cent of the nation's agricultural product. The VFF represents the interests of our State's dairy, livestock, grains, horticulture, flowers, chicken meat, pigs and egg producers.

The VFF consists of a nine person Board of Directors, with seven elected members and two appointed directors, a member representative General Council to set policy and eight commodity groups representing dairy, grains, livestock, horticulture, chicken meat, pigs, flowers and egg industries.

Farmers are elected by their peers to direct each of the commodity groups and are supported by Melbourne and Bendigo-based staff.

Each VFF member is represented locally by one of the 230 VFF branches across the state and through their commodity representatives at local, district, state and national levels. The VFF also represents farmers' views on hundreds of industry and government forums.



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Introduction

Technological evolution is rapidly changing the way in which Australians conduct business, manage their daily lives and connect to each other. Adequate and appropriate telecommunications connectivity is now an essential for functioning households and businesses.

This is true particularly for rural homes and businesses, which face unique challenges due to geography and distance from common services. Connectivity is vital for attracting and retaining people in thriving rural communities; for formal education at primary, secondary and tertiary levels, as well as informal training, skill development; and lifelong learning; the delivery of health services, on-farm safety; and social networks in an often stressful and isolated environment.

The Australian Government *Regional Telecommunications Review 2015* notes that regional Australians 'have a higher dependency on mobile than their urban counterparts because of the broader geographic range within which many conduct their working and everyday lives'.¹ The report highlights the distinct needs of rural users who are, for example, more likely to travel long distances; spend extended periods of time outdoors; depend on online channels for entertainment, shopping, banking, taxation compliance, education and healthcare; and have a high dependency on reliable emergency service connections.²

In May 2015, the Victorian Farmers Federation conducted a survey into the adequacy and quality of internet and mobile phone services in rural Victoria, resulting in 533 detailed responses.³ The results of this survey illustrated the detrimental impact of poor internet and mobile services on those living and working on farms and within rural communities in Victoria.

Respondents had significant concerns regarding cost, coverage, capacity and competition of internet and mobile services. The digital divide between rural and metropolitan communities in a business, education, social, health and safety context was also evident. It is clear that improving mobile and internet capacity, reliability and affordability will significantly improve the lives of Victorians living and working on farm and in rural communities.

Following significant consultation with our members, the VFF advocates for a communications market that;

- Allows farm business to operate efficiently, and without comparative disadvantage to those in metropolitan areas or overseas. This includes the ability to use cloud-based software, and have broadband access on their mobile devices and at home;
- Allows farmers and students to conduct research and complete their homework, and for people to up-skill and complete online based training;
- Gives rural communities access to social media and networks to ensure people are not discouraged from living or working in rural communities; and
- Allows for the adoption of future digital agricultural advancements.

To achieve this, the VFF believes that rural areas require a well functioning, competitive telecommunications market, underpinned by ongoing infrastructure investment. Given the

¹ Commonwealth of Australia (2015), *Regional Telecommunications Independent Review Committee 2015*, p.ix.

² Ibid p.13.

³ Full survey and list of responses attached as *Appendix 1*.

need for improved mobile services for rural populations, the VFF is supportive of domestic mobile roaming in rural and regional areas where;

- It improves competition, price and coverage for those living and working in rural communities; and
- It results in the most efficient form of telecommunications investment.

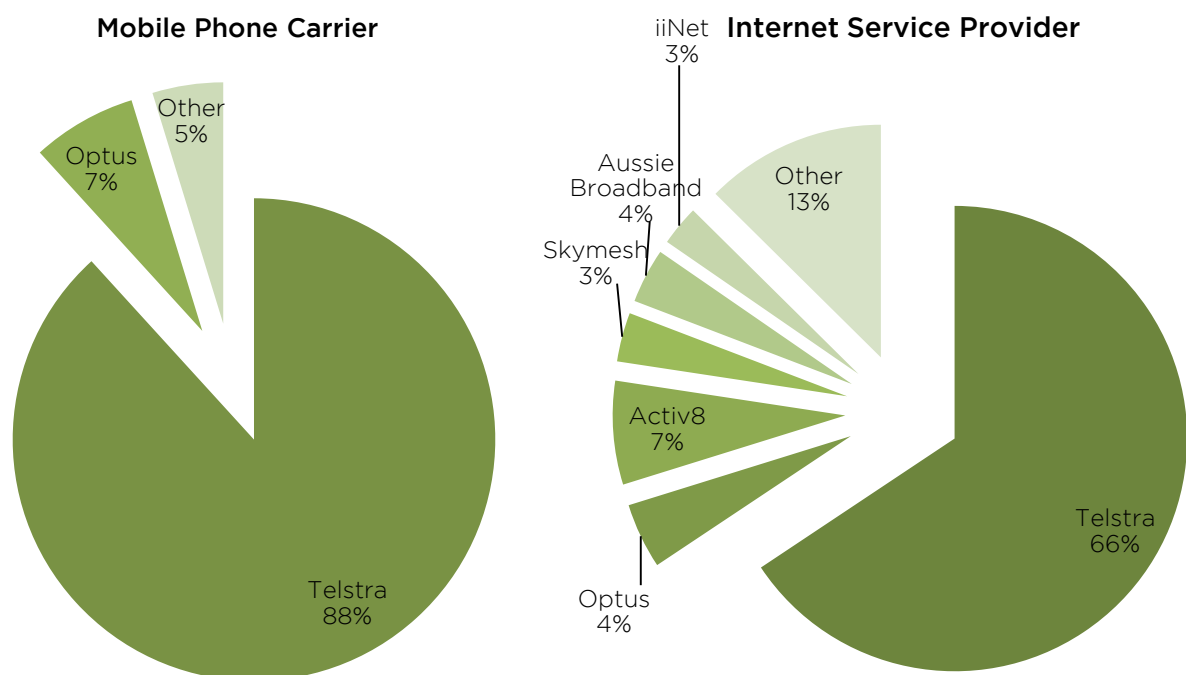
Understanding the current communications landscape

The current communications landscape in rural Victoria is characterised by patchy mobile voice and internet services. The majority of Victorian farmers have little choice over their provider, the price and capacity of services. This environment results in hamstrung rural communities that are struggling to remain connected in a fast-paced, technology-driven world.

“Blackspots with extremely poor mobile coverage...are a barrier to business and unfair on residents. Connectivity has become an essential service as the world moves to cloud.”

Market monopoly

The results from the VFF telecommunications survey clearly indicate that Telstra provides the majority of both internet and mobile phone services in rural Victoria. The survey asked members which company provided their mobile and internet services. The graphs below illustrate respondents' mobile phone carrier and internet service provider. 88 percent of rely on Telstra for their mobile service, and 66 percent for their internet service.



For many members Telstra is the sole mobile network provider offering coverage across their home and business. In these areas Telstra is a monopoly operator. Comments from the survey suggest that a lack of competition is resulting in little product choice, no price differentiation and a lack of incentive for the operator to respond promptly and sufficiently to complaints.

"I loath dealing with Telstra but I have to deal with them because their coverage is better than others. I cannot stand their call centres and their ability to follow a problem through if it requires more than one call...The whole service and billing structure is designed to confuse."

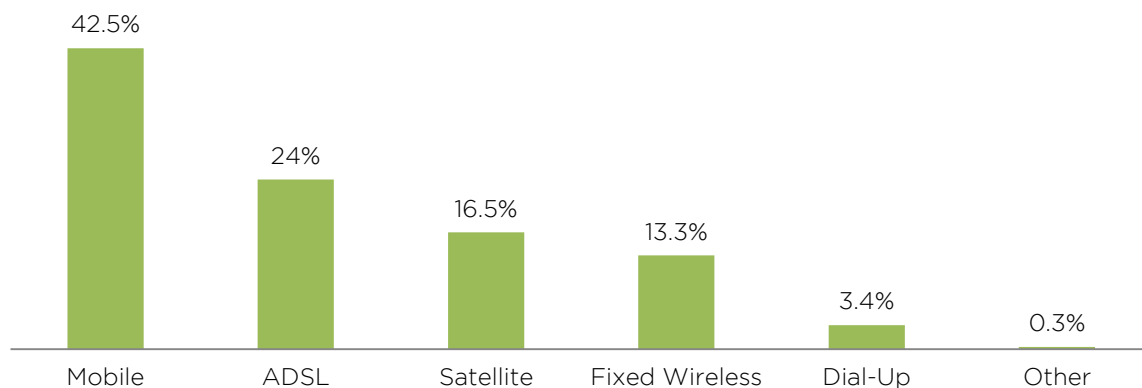
"We have exhausted our complaints through Testra/Bigpond Faults, and the Telecommunications Industry Ombudsman...The signal is weak, slow, congested and Telstra inform us that we are in a 'non-commercial' area and they have no plans to either improve the wireless signal or to upgrade our 'legacy' telephone exchange. "

Mobile preference

Results from the VFF's telecommunications survey highlight the demand for on-the-go connectivity. The farm office is rarely a desk. Agricultural businesses are run from the paddock, sale yard, shed or a tractor cab. Farmers require voice and internet over large areas of geography. The majority of VFF members now prefer mobile forms of communication over alternatives.

The survey asked respondents how they connect to the internet, with the clear majority indicating they utilise a mobile phone or device with a sim card that connects to 3G or 4G services. The below graph illustrates respondents answers.

How Victorian farmers primarily connect to the internet



This is consistent with the findings of the *Regional Telecommunications Review 2015*, which notes that regional mobile preference is more pronounced than in the cities. This trend can be explained by the distinct challenges that arise from living and working in vast, often isolated areas. For example, a rural user is more likely to travel long distance and spend extended periods of time outdoors, relying on mobile services for communication and safety.⁴

Bundling

The VFF telecommunications survey asked members if their internet and landline/mobile phone package is currently bundled. 52 per cent of all respondents are not currently bundled. The VFF is concerned that Telstra's dominance may have led to a lack of market

⁴ Commonwealth of Australia (2015), *Regional Telecommunications Independent Review Committee 2015*, p.13.

pressure to bundle farmer customers' telecommunication packages, which could save them money.

Impacts of Poor Connectivity

The majority of survey respondents commented on how a lack of adequate internet access and mobile phone coverage is impeding their ability to operate and grow their businesses. Many farms are under pressure to produce more with less, whilst boosting profitability. The collection, use and sharing of data may hold the key to improving productivity and risk minimisation for many farm businesses. The extent of these gains will be determined by the ability to gain access to appropriate network service.

"How can you run a business in this day and age with snails pace! We have to do our banking after 11pm at night, otherwise can't do it. Mobile phone reception, we have to go out to the back paddock to send text messages."

In the seven years to 2013, mobile broadband contributed 2.1 per cent of productivity gains in the agriculture sector.⁵ Many Victorian producers are frustrated that their lack of connectivity restricts their ability to implement technology that would allow them to become more productive and efficient.

"We have a farm business that covers several sites. We can only get tower internet from one site. The others can only receive mobile phone internet which is slow and unreliable. We have alarms and computer systems that rely on internet to alert us to animal feeding and emergencies. The internet affects how well we can respond to these alarms. We could also stop having a person on call 24hrs if we had reliable internet."

"We were wanting to put a cow tracking system into the dairy, but it would be a waste of money at the minute (with unreliable internet) if it is only going to work a couple of days a week."

Many farm businesses are particularly concerned about the OH&S implications of having poor or no mobile coverage. Many respondents live and work in black spot areas and are unable to make phone calls in an accident or emergency. This is of particular concern given that farm businesses are an unavoidably accident prone environment.

"Without reliable and reasonable connectivity agricultural businesses and progress is severely limited...our issues include...OH&S on farm; accident and emergency contact ability on farm; future access to medical advice and diagnosis in rural areas..."

"We need better mobile phone coverage to make the area safer and bring us up to the standard of 3rd world countries"

"Our business is increasingly being impeded by the further reduced speed and service of mobile coverage and internet...basic safety issues are now of great concern."

Respondents also highlighted a number of negative social, educational and community outcomes of poor connectivity. Many rural populations, which are already characterised by

⁵ Commonwealth of Australia (2015), *Agricultural Competitiveness White Paper*, p.71.

isolation, are feeling further segregated because of the inability to easily maintain peer-to-peer contact. To prevent rural communities from becoming further disenfranchised, the telecommunications divide between rural and metropolitan areas must be bridged. The VFF believes that this can occur by encouraging domestic mobile roaming and ongoing investment into rural telecommunications infrastructure.

Domestic Roaming

Given Victoria's farmers need for improved mobile access and service quality, the VFF is supportive of domestic mobile roaming in rural and regional areas where;

- It improves competition, price and coverage for those living and working in rural communities; and
- It results in the most efficient form of telecommunications investment.

Rural communities require access to network advancements, just as metropolitan users do, and will benefit greatly from upgrades to 4G and beyond. It is highly likely that as coverage and capacity improves, demand will also grow. As better access and service allows customers to use their mobile voice and data more, reliance on these services will grow, further driving demand.

Domestic roaming should create a competitive system whereby mobile network operators will have access to the national coverage footprint whilst they continue to invest in their own network development. Drawing on the example of New Zealand's national roaming regulation, access seekers must have an approved network roll-out plan in order to be eligible for roaming.⁶ This requirement ensures that mobile providers wishing to benefit from roaming are contributing to the national telecommunications infrastructure as a whole. The VFF recommends a similar requirement for domestic mobile roaming in Australia.

In order to promote greater competition, consumer choice and product innovation, mobile roaming declaration must be technology neutral by allowing all technologies (as long as both the access seeker and the access provider have deployed similar technologies). The declared service should also encompass all current and emerging functions of a mobile, including, but not limited to, voice, SMS and data.

Improved competition

Mobile network operators currently compete on factors including coverage, quality of service, plan inclusions, customer service and prices. Nonetheless, data collected from the VFF Telecommunications survey indicates that the telecommunications market is largely operating as a monopoly in rural and regional Victoria. Coverage dictates provider choice, which is often limited to a sole provider. Furthermore, the number of plan options available is restricted and many plan inclusions are void due to poor service quality and capacity.

The ACCC discussion paper notes that consumers in regional and rural areas benefit from national pricing schemes and the downward pressure of competitive markets in metropolitan areas. Despite this 'cross-subsidisation', rural users are ultimately paying more than a metropolitan user for a comparable service. This is because the service quality is often very poor; coverage is not continuous, thus the service only works some of the time; and services are often older technology with higher latency and greater capacity restraints. Noting that Telstra charges a price premium over other operators, VFF members are frustrated that their only option is to pay for a premium service that does not adequately fulfil their demand.⁷

The VFF acknowledges that investment into telecommunications infrastructure is costly. It is also in the legitimate business interest of a provider to make a return from such an investment. However the VFF believes that the declaration of mobile roaming will encourage mobile network operators to efficiently utilise the entire coverage footprint

⁶ *Telecommunications Act 2001* (NZ) schedule 1 part 3.

⁷ ACCC (2016), *Domestic mobile roaming declaration inquiry: discussion paper*, p.23.

currently available. This will increase competition in rural and regional Australia by encouraging more entrants in areas currently characterised by market monopoly, greatly improving consumer choice. If users are able to access the entire coverage footprint and choose their provider, it is likely that coverage, service quality and customer service will improve, resulting in a better communications landscape for rural users

Most efficient form of investment

The VFF advocates for efficient infrastructure investment. Due to the high costs associated with the installation and maintenance of mobile infrastructure, there should be no duplication of infrastructure unless demand for capacity deems it necessary. As mobile roaming shares all infrastructure between the end-user and the core network, this is a better allocation of resources compared to alternatives.

Failure of co-location

Despite regulation in the *Telecommunications Act 1997*, there is lack of evidence to suggest that co-location is functioning effectively.

It is the understanding of the VFF that co-location is occurring on less than one per cent of Mobile Black Spot Program towers. In the interest of resource efficiency, the ACCC must examine why the opportunity to co-locate has been rejected by the Mobile Network Operators.

It is the view of the VFF that mobile roaming can overcome the unwillingness of network operators to co-operate through co-location. Furthermore, by sharing spectrum and base station electronics, mobile roaming is a more efficient use of infrastructure.

Investment in rural communities

Just as access to a landline telephone service was deemed necessary for all Australians in the 1990's, access to mobile voice and data is an essential service in 2016. Rural communities rely on these services for business, safety, social connection and general life - as all Australians do today.

The feedback from VFF members is that the current provision of mobile service is not adequate. The supply is neither meeting the needs of users, nor the capacity of demand. Although 99.3 per cent of Australian households are deemed to have access to coverage, 70 per cent of Australia's land mass does not.⁸ Many people living and working in rural areas must operate across this unconnected geography. Additionally, many of the covered areas require significant service upgrade, to keep pace with evolving technologies and growing demand. Consequently, there is a serious need for ongoing investment into telecommunications infrastructure in rural communities.

Concerned that the positive impacts of encouraging a more competitive mobile market via roaming may be negated by disincentives for future investment in areas of low population density, the VFF advocates for the continuation of the Mobile Black Spot Program (MBSP) and the introduction of a rural infrastructure levy.

Mobile Black Spot Program

The MBSP has been a positive initiative for regional and rural Australia. The first round of Federal Mobile Black Spot funding saw significant co-investment by state governments and \$185 million injected by Telstra and Vodafone, resulting in 68,600 square kilometres of new coverage across Australia.⁹ The VFF was very pleased to see the Federal Government commit a further \$60 million to the program, to continue the work of addressing the 6,000 black spots initially identified.

It is the view of the VFF that the MBSP be continued in perpetuity to encourage ongoing investment and ensure that rural communities are not becoming further marginalised by a growing digital divide.

Rural Infrastructure Levy

Improved connectivity in rural Australia will help to drive economic growth, productivity gains and ensure thriving communities. Ongoing investment into telecommunications infrastructure is a necessary pre-requisite. Where the market fails to allocate resources effectively due to low population density or challenging geography, investment must be incentivised.

In addition to the Mobile Black Spot Program, the VFF advocates for the introduction of a levy on telephony usage to fund telecommunications infrastructure investment in rural and regional Australia.

It is envisaged that this levy would operate in a similar fashion to the current USO. The VFF is aware that the USO is currently being reviewed by the Productivity Commission and hopes that the needs of rural and regional populations will be appropriately captured in any recommendations made to Government.

⁸ Commonwealth of Australia (2015), *Agricultural Competitiveness White Paper*, p.71.

⁹ *Ibid* p.73.

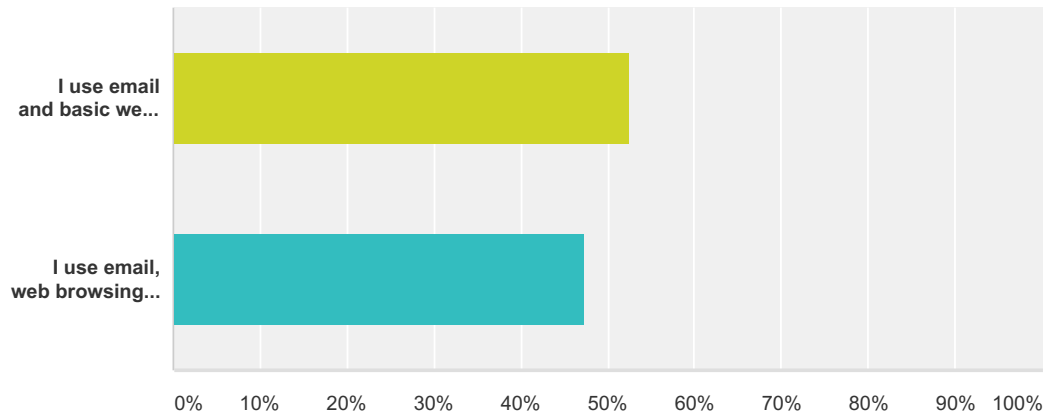


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Appendix 1
VFF Telecommunications Member Survey | May 2015

Q1 What type of internet user are you?

Answered: 494 Skipped: 39

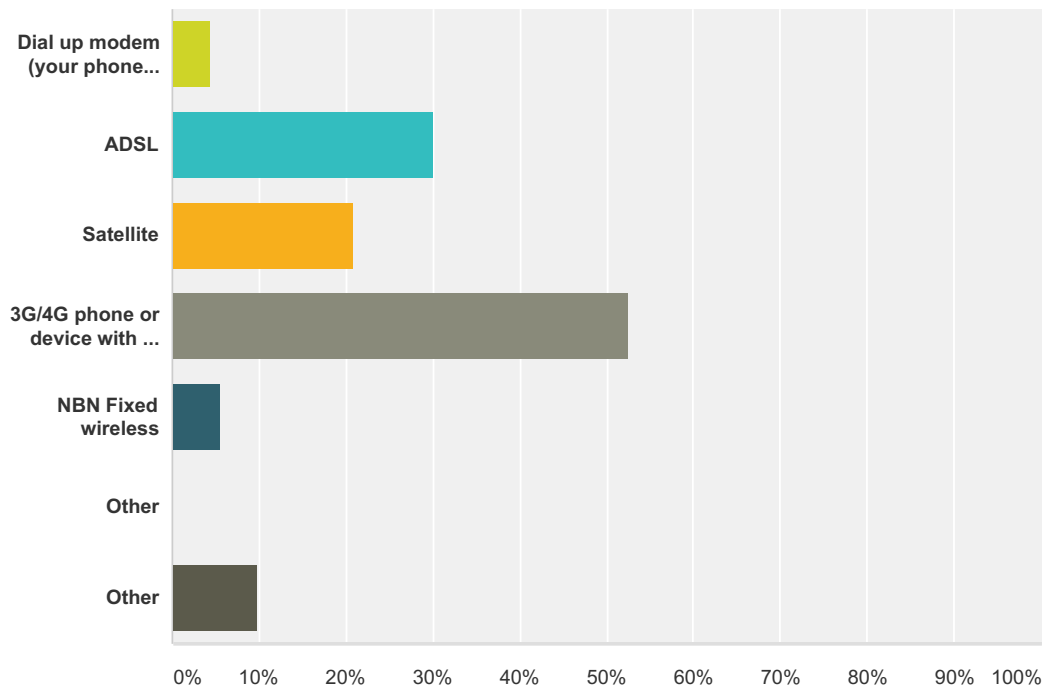


Answer Choices	Responses
I use email and basic web browsing	52.63% 260
I use email, web browsing and often watch videos, download music or films, use video conferencing (such as Skype) or watch webinars	47.37% 234
Total	494

Broadband Survey

Q2 How do you connect to the internet? (tick all that apply)

Answered: 510 Skipped: 23



Answer Choices	Responses
Dial up modem (your phone landline)	4.31% 22
ADSL	30.00% 153
Satellite	20.78% 106
3G/4G phone or device with a sim card	52.55% 268
NBN Fixed wireless	5.69% 29
Other	0.00% 0
Other	9.80% 50
Total Respondents: 510	

#	Other (please specify)	Date
1	Telstra mobile broadband modem	6/2/2015 1:55 PM
2	wireless to modam with antenna	6/1/2015 3:17 PM
3	wireless broadband	5/29/2015 9:10 PM
4	Wireless modem	5/28/2015 7:12 AM
5	wireless device for laptop	5/27/2015 10:53 PM
6	Wireless	5/27/2015 10:12 PM

Broadband Survey

7	Fixd wireless. no NBN service	5/27/2015 10:08 PM
8	WIFI	5/27/2015 10:01 PM
9	4G Wi-Fi	5/27/2015 10:00 PM
10	mobile broadband 25gb	5/27/2015 9:53 PM
11	Wifi - I live 72.6kms from the Melb CBD and do not have ADSL available to me in my location!!!	5/27/2015 9:04 PM
12	Wireless	5/27/2015 8:14 PM
13	Sierra Wireless	5/27/2015 6:42 PM
14	Local ISP fixed wireless, don't know if NBN.	5/27/2015 6:07 PM
15	wireless broadband via a mobile phone tower 20ks away	5/27/2015 5:36 PM
16	W	5/27/2015 4:26 PM
17	Wireless	5/27/2015 3:58 PM
18	Line of sight wireless	5/27/2015 3:19 PM
19	Wireless	5/27/2015 3:02 PM
20	wireless	5/27/2015 2:54 PM
21	Wireless	5/27/2015 2:28 PM
22	Wifi mobile box	5/27/2015 2:24 PM
23	Wireless	5/26/2015 11:40 AM
24	wireless internet with optional antenna on roof	5/25/2015 11:21 AM
25	i have both as satellite doesnt work well when its hot and so many users if there is a fire and no connection	5/22/2015 8:56 PM
26	fixed wireless	5/22/2015 5:42 PM
27	NBN Dish on roof	5/20/2015 11:06 PM
28	Standard wireless	5/20/2015 4:14 PM
29	Wireless Broadband	5/19/2015 3:28 PM
30	Wirelss broadband to a PC	5/16/2015 10:42 PM
31	3G Mobile Broadband	5/16/2015 9:06 PM
32	wireless with local provider	5/15/2015 9:46 PM
33	Wireless	5/15/2015 6:29 PM
34	mobile broadband device	5/15/2015 4:11 PM
35	3G mobile broadband wifi	5/15/2015 3:59 PM
36	Wifi	5/14/2015 5:37 PM
37	non NBN fixed wireless	5/14/2015 11:45 AM
38	Wireless	5/14/2015 11:23 AM
39	Radio	5/13/2015 10:00 PM
40	BDSL and Cable	5/13/2015 8:08 PM
41	4G no sim card	5/13/2015 5:45 PM
42	telstra wireless	5/13/2015 9:29 AM
43	3G Wireless broadband with external antenna	5/12/2015 10:27 PM
44	Wi-Fi modem	5/11/2015 6:08 PM

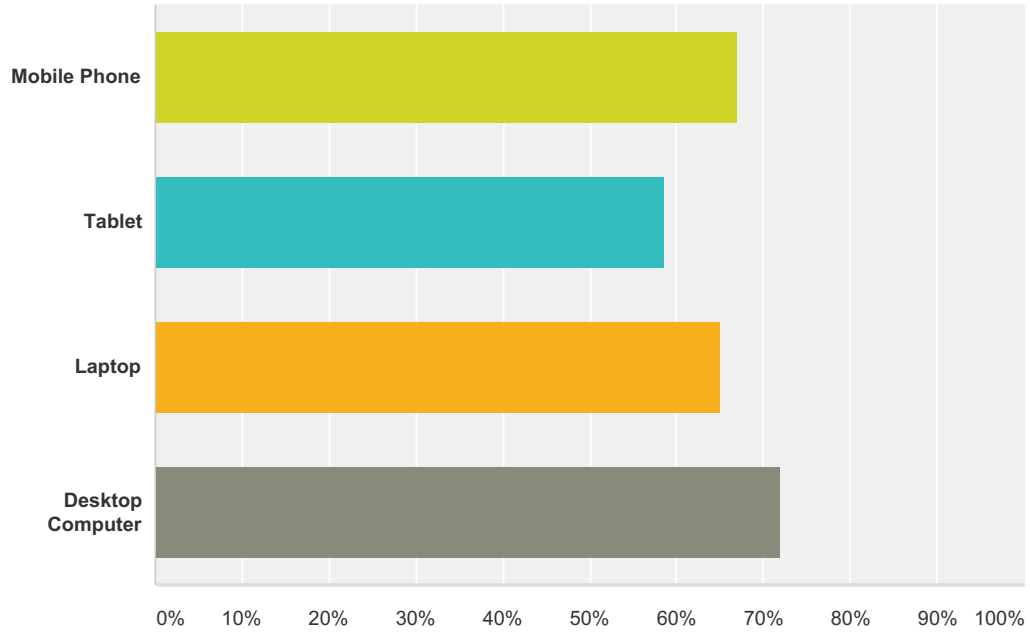
Broadband Survey

45	wireless	5/11/2015 5:49 PM
46	Wireless	5/10/2015 9:23 PM
47	Wireless	5/10/2015 2:54 PM
48	We need an external aerial to access reception. For mobile phones we have a Telstra booster.	5/9/2015 9:39 PM
49	phone hot spot to computer	5/9/2015 1:34 PM
50	Mobile Wireless	5/9/2015 11:11 AM
51	wifi modem	5/9/2015 9:48 AM
52	neighbourhood cable	5/9/2015 8:44 AM
53	wireless modem	5/8/2015 11:22 PM
54	microwave link	5/8/2015 7:12 PM
55	Pre-paid wireless	5/8/2015 4:48 PM
56	telstra wireless	5/8/2015 4:46 PM
57	Wifi	5/8/2015 12:23 PM
58	Wireless	5/8/2015 11:57 AM
59	Wireless broadband	5/8/2015 11:32 AM
60	wireless bigpond	5/8/2015 1:54 AM
61	3G fixed wireless	5/8/2015 12:45 AM
62	I'm not sure, they are never helpful at explaining	5/7/2015 11:47 PM
63	Satellite on farm and mobile network away from farm (no mobile connectivity on farm)	5/7/2015 11:20 PM
64	Wireless . Telstra	5/7/2015 9:03 PM
65	Fixed Wireless (3G Network)	5/7/2015 8:53 PM
66	wireless broadband	5/7/2015 8:39 PM
67	wireless broadband modem	5/7/2015 6:34 PM
68	3G/4G Wireless router	5/7/2015 4:57 PM
69	wireless not nbn	5/7/2015 3:00 PM
70	wireless	5/7/2015 2:37 PM
71	cable	5/7/2015 2:05 PM
72	local Wife provider	5/7/2015 1:57 PM
73	Wireless - not broadband	5/7/2015 12:31 PM
74	Wireless	5/7/2015 12:16 PM

Broadband Survey

Q3 Which of the following devices do you use to connect to the internet? (tick all that apply)

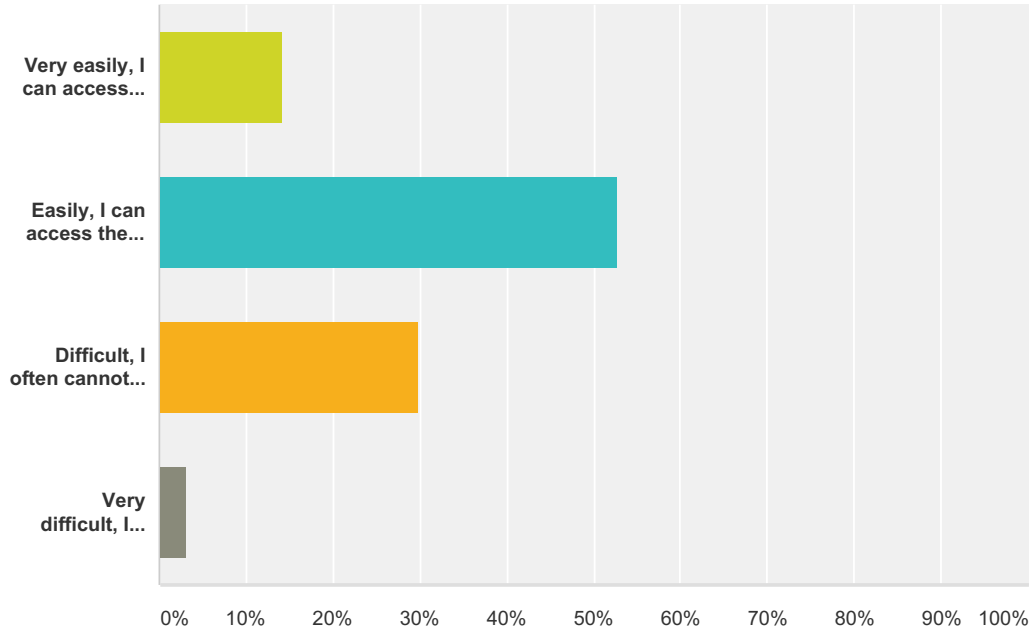
Answered: 523 Skipped: 10



Answer Choices	Responses
Mobile Phone	66.92% 350
Tablet	58.70% 307
Laptop	65.20% 341
Desktop Computer	72.08% 377
Total Respondents: 523	

Q4 How would you rate the ease of connecting to the internet from your device(s) where you live?

Answered: 520 Skipped: 13

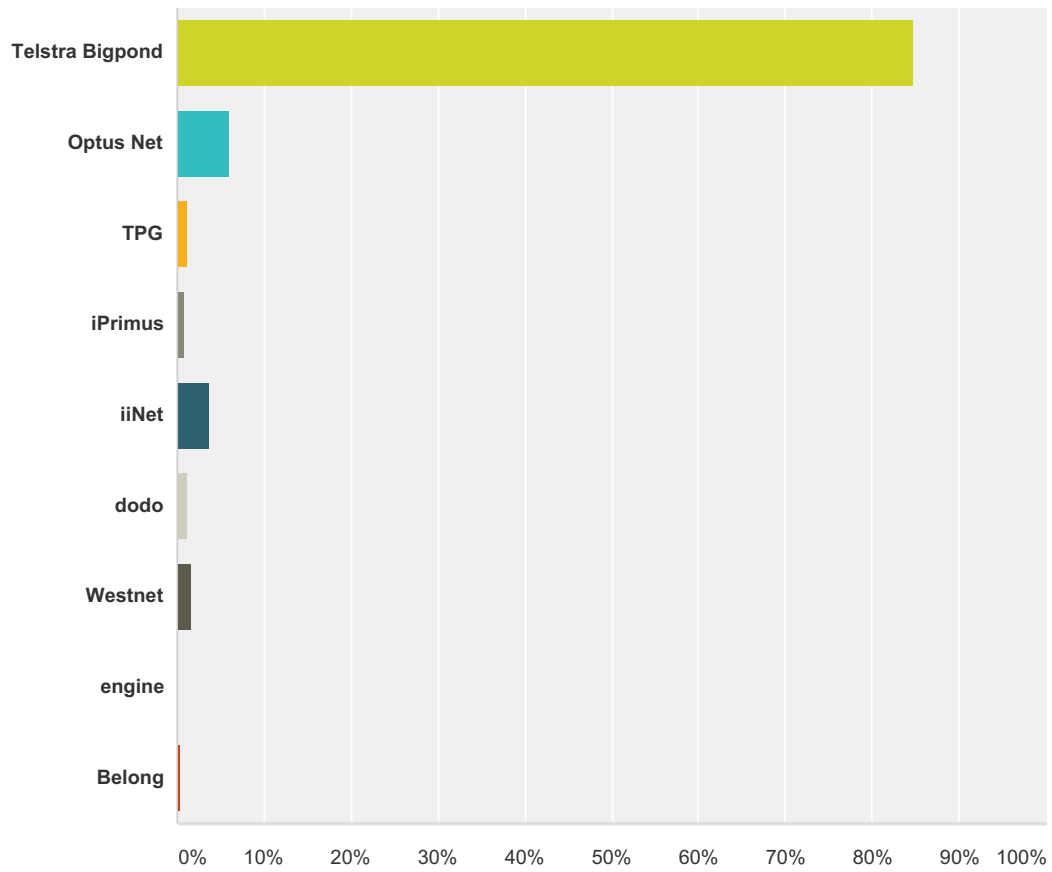


Answer Choices	Responses
Very easily, I can access internet all the time	14.23% 74
Easily, I can access the internet the majority of the time	52.88% 275
Difficult, I often cannot access the internet	29.81% 155
Very difficult, I can rarely get access to the internet	3.08% 16
Total	520

Broadband Survey

Q5 Who is your internet service provider?

Answered: 402 Skipped: 131



Answer Choices	Responses	
Telstra Bigpond	84.83%	341
Optus Net	5.97%	24
TPG	1.24%	5
iPrimus	0.75%	3
iiNet	3.73%	15
dodo	1.24%	5
Westnet	1.74%	7
engine	0.00%	0
Belong	0.50%	2
Total		402

#	Other (please specify)	Date
1	Skymesh	6/23/2015 7:08 PM

Broadband Survey

2	Skymesh	6/18/2015 12:50 PM
3	Activ8	6/18/2015 11:22 AM
4	skymesh	6/15/2015 2:52 PM
5	Activ8me	6/13/2015 9:24 AM
6	activ8	6/9/2015 1:50 PM
7	Aussiebroadband	6/5/2015 8:05 AM
8	bordernet	6/4/2015 10:17 AM
9	Activ8me	6/4/2015 8:28 AM
10	Clearmail	6/1/2015 9:10 PM
11	Harboursat	6/1/2015 5:44 PM
12	Bordnet	6/1/2015 2:58 PM
13	Activ8 Me	6/1/2015 1:36 PM
14	Bendigo Bank Telco which uses Optus	6/1/2015 12:48 PM
15	skymesh	5/30/2015 8:43 PM
16	DCSI	5/30/2015 11:22 AM
17	Skymesh	5/29/2015 7:09 PM
18	activ8	5/28/2015 8:46 PM
19	Activ8	5/28/2015 8:22 PM
20	Bluemaxx	5/28/2015 7:32 PM
21	DCSI	5/28/2015 4:38 PM
22	Telstra Mobile, not bigpond	5/28/2015 12:56 PM
23	Activ8me	5/28/2015 12:23 PM
24	activ8	5/28/2015 11:06 AM
25	active 8	5/28/2015 11:06 AM
26	activ8	5/28/2015 10:25 AM
27	Bordnet	5/28/2015 9:49 AM
28	Dcsi and dragnet	5/28/2015 1:30 AM
29	Telstra Business Essentials	5/27/2015 11:53 PM
30	Skymesh	5/27/2015 11:20 PM
31	bendigo bank telco	5/27/2015 10:55 PM
32	Activ8me	5/27/2015 8:48 PM
33	Aussie Broadband	5/27/2015 7:46 PM
34	aussie broadband	5/27/2015 7:28 PM
35	exetel	5/27/2015 6:24 PM
36	Clearnetworks	5/27/2015 6:11 PM
37	DCSI	5/27/2015 6:07 PM
38	dcsi	5/27/2015 5:26 PM
39	activ8 me	5/27/2015 4:08 PM

Broadband Survey

40	Activ8	5/27/2015 3:36 PM
41	McPherson Media	5/27/2015 3:19 PM
42	activ8	5/27/2015 3:02 PM
43	Aussie Broadband	5/27/2015 3:02 PM
44	Aussie Broadband	5/27/2015 2:33 PM
45	Aussie Broadband	5/27/2015 2:28 PM
46	Aussie broadband	5/27/2015 2:26 PM
47	Wideband Networks	5/27/2015 2:15 PM
48	AUST Private NET (activ8.net.au)	5/27/2015 2:11 PM
49	Dcsi	5/26/2015 11:40 PM
50	SkyMesh	5/26/2015 5:03 PM
51	activ8	5/23/2015 3:17 PM
52	bordernet	5/23/2015 8:41 AM
53	eftel activ8me	5/22/2015 8:56 PM
54	dcsi	5/22/2015 5:42 PM
55	None as such. Conect through my phone hotspot so use phone data	5/22/2015 8:04 AM
56	Activ8me	5/20/2015 11:06 PM
57	hotkey	5/19/2015 12:59 AM
58	I use more than one provider, please note Telstra and Optus and Vodafone for my providers.	5/18/2015 10:11 PM
59	Exetel (Optus 3g reseller)	5/18/2015 6:34 PM
60	Telstra at work; Belong at home	5/18/2015 3:31 PM
61	Bordnet	5/17/2015 11:22 AM
62	Skymesh	5/16/2015 10:27 PM
63	bordrtnet	5/15/2015 10:43 PM
64	DCSI (located in Warragul)	5/15/2015 9:46 PM
65	Activ8me	5/14/2015 10:50 AM
66	Activ8	5/14/2015 12:13 AM
67	Speedweb	5/13/2015 10:00 PM
68	Activ8 me	5/13/2015 9:20 PM
69	activ8	5/13/2015 2:08 PM
70	activ8	5/13/2015 9:42 AM
71	activ8	5/13/2015 9:29 AM
72	activ8	5/13/2015 9:22 AM
73	Activ8	5/12/2015 11:45 PM
74	Skymesh	5/12/2015 11:19 PM
75	Telstra (Business)	5/12/2015 10:27 PM
76	skymesh	5/11/2015 7:15 PM
77	clearmail.com.au	5/10/2015 1:21 PM

Broadband Survey

78	Harbourit	5/10/2015 5:53 AM
79	DCSI	5/10/2015 12:21 AM
80	Activ8	5/9/2015 11:39 PM
81	activ8	5/9/2015 6:13 PM
82	active 8	5/9/2015 3:09 PM
83	Aussie Broadband	5/9/2015 7:34 AM
84	skymesh	5/8/2015 11:50 PM
85	Aussie Broadband	5/8/2015 9:25 PM
86	internode	5/8/2015 8:58 PM
87	Megalink	5/8/2015 7:12 PM
88	activ8	5/8/2015 5:12 PM
89	Amaysim	5/8/2015 2:40 PM
90	Antmail	5/8/2015 2:24 PM
91	Aussi broad band	5/8/2015 2:11 PM
92	skymesh	5/8/2015 1:50 PM
93	lpstar	5/8/2015 1:08 PM
94	Skymesh	5/8/2015 12:07 PM
95	Westvic	5/8/2015 11:52 AM
96	Bordnet	5/8/2015 11:49 AM
97	Aussie Broadband	5/8/2015 11:20 AM
98	activ8	5/8/2015 9:23 AM
99	Skymesh	5/8/2015 5:47 AM
100	telstra business	5/8/2015 12:45 AM
101	Aussie Broadband	5/7/2015 11:47 PM
102	ANT (AusNomadTech) Communications	5/7/2015 11:20 PM
103	AUSSIEBROADBAND	5/7/2015 11:15 PM
104	activ8	5/7/2015 10:57 PM
105	Skymesh	5/7/2015 10:38 PM
106	activ8me	5/7/2015 10:05 PM
107	skymesh	5/7/2015 9:44 PM
108	skymesh	5/7/2015 8:54 PM
109	Megalink (Gtelecom now)	5/7/2015 8:53 PM
110	Aussiebroadband	5/7/2015 8:52 PM
111	Activ8	5/7/2015 8:39 PM
112	ant communications	5/7/2015 7:33 PM
113	Aussie broadband	5/7/2015 6:25 PM
114	internode	5/7/2015 4:32 PM
115	Wideband	5/7/2015 3:59 PM

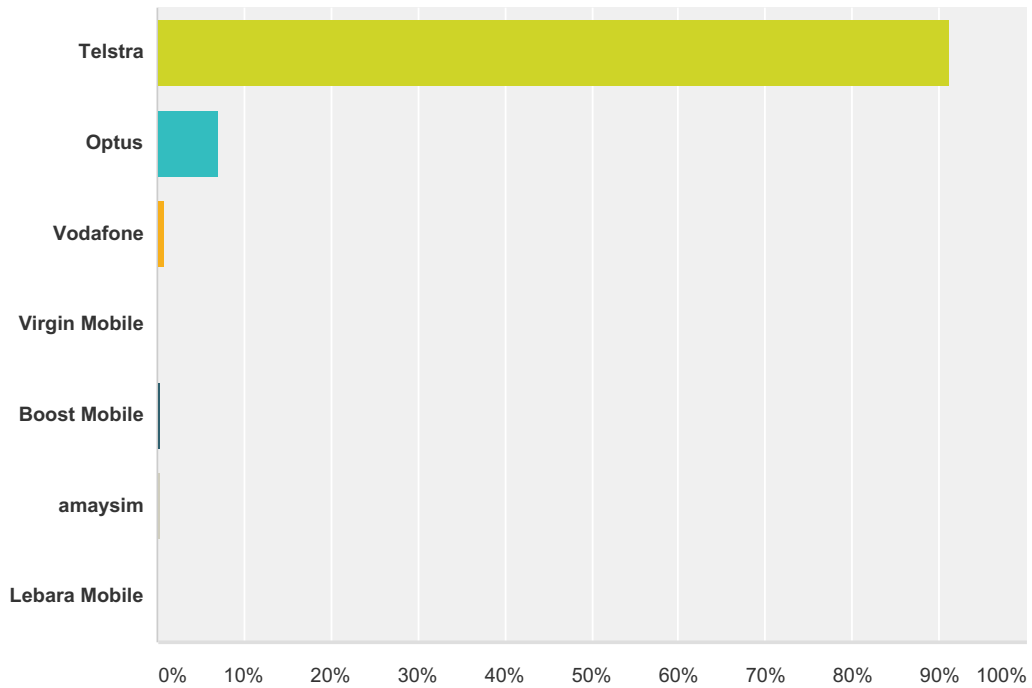
Broadband Survey

116	Activ8	5/7/2015 3:09 PM
117	Harbourit	5/7/2015 3:00 PM
118	ncable	5/7/2015 2:37 PM
119	activ8me	5/7/2015 2:15 PM
120	harboursat	5/7/2015 1:58 PM
121	dcsi	5/7/2015 1:57 PM
122	Aussie Broadband	5/7/2015 1:45 PM
123	Aussie	5/7/2015 1:45 PM
124	activ8	5/7/2015 1:43 PM
125	Bordernet	5/7/2015 1:08 PM
126	Harbour	5/7/2015 1:07 PM
127	BORDERNET	5/7/2015 1:03 PM
128	Border net	5/7/2015 12:59 PM
129	McMedia	5/7/2015 12:58 PM
130	skymesh	5/7/2015 12:53 PM
131	Aussie Broadband	5/7/2015 12:31 PM
132	Activ8me	5/7/2015 12:16 PM
133	Harboursat	5/7/2015 12:16 PM
134	DCSI	5/7/2015 12:16 PM
135	virgin	5/7/2015 12:07 PM
136	Activ8	5/7/2015 12:06 PM
137	Aussie Broadband	5/7/2015 12:06 PM
138	Australian Nomad Technology (ANT) Satellite only provider	5/7/2015 11:46 AM
139	Aussie Broadband	5/7/2015 11:26 AM

Broadband Survey

Q6 Who is your mobile phone carrier?

Answered: 509 Skipped: 24



Answer Choices	Responses
Telstra	91.16% 464
Optus	7.07% 36
Vodafone	0.79% 4
Virgin Mobile	0.20% 1
Boost Mobile	0.39% 2
amaysim	0.39% 2
Lebara Mobile	0.00% 0
Total	509

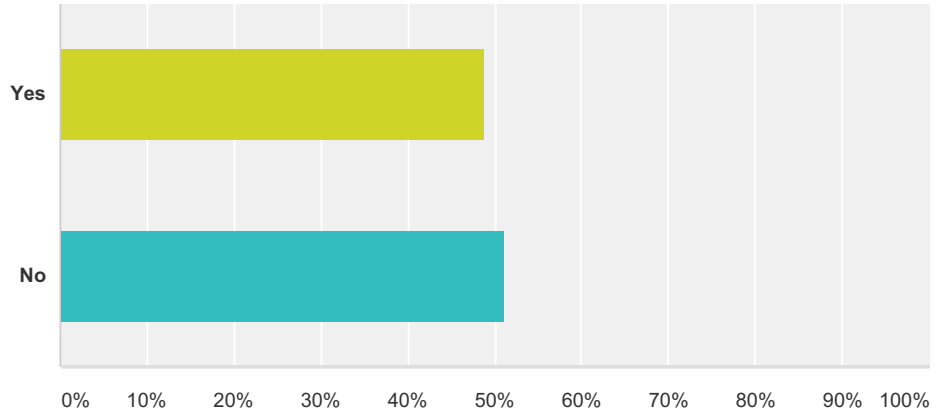
#	Other (please specify)	Date
1	Use both telstra and optus	6/18/2015 2:56 PM
2	TPG	5/28/2015 10:13 AM
3	M2 Commander	5/27/2015 2:11 PM
4	Southern phone	5/27/2015 2:06 PM
5	southern phone	5/9/2015 3:09 PM
6	southern	5/8/2015 2:24 PM
7	no mobile phone due to poor coverage.	5/8/2015 1:50 PM

Broadband Survey

8	Aldi	5/8/2015 5:47 AM
9	Aldi mobile	5/7/2015 10:46 PM
10	southern phone	5/7/2015 9:44 PM
11	ACN (optus)	5/7/2015 8:53 PM
12	Aldi (Telstra network)	5/7/2015 8:39 PM
13	We don't have mobile range where we live.....	5/7/2015 5:08 PM
14	Aldi Mobile	5/7/2015 4:57 PM
15	Commander	5/7/2015 4:32 PM
16	Southern phone	5/7/2015 2:03 PM
17	southern phone	5/7/2015 1:43 PM
18	Southern	5/7/2015 12:16 PM

Q7 Is your internet and landline/mobile phone package bundled?

Answered: 523 Skipped: 10

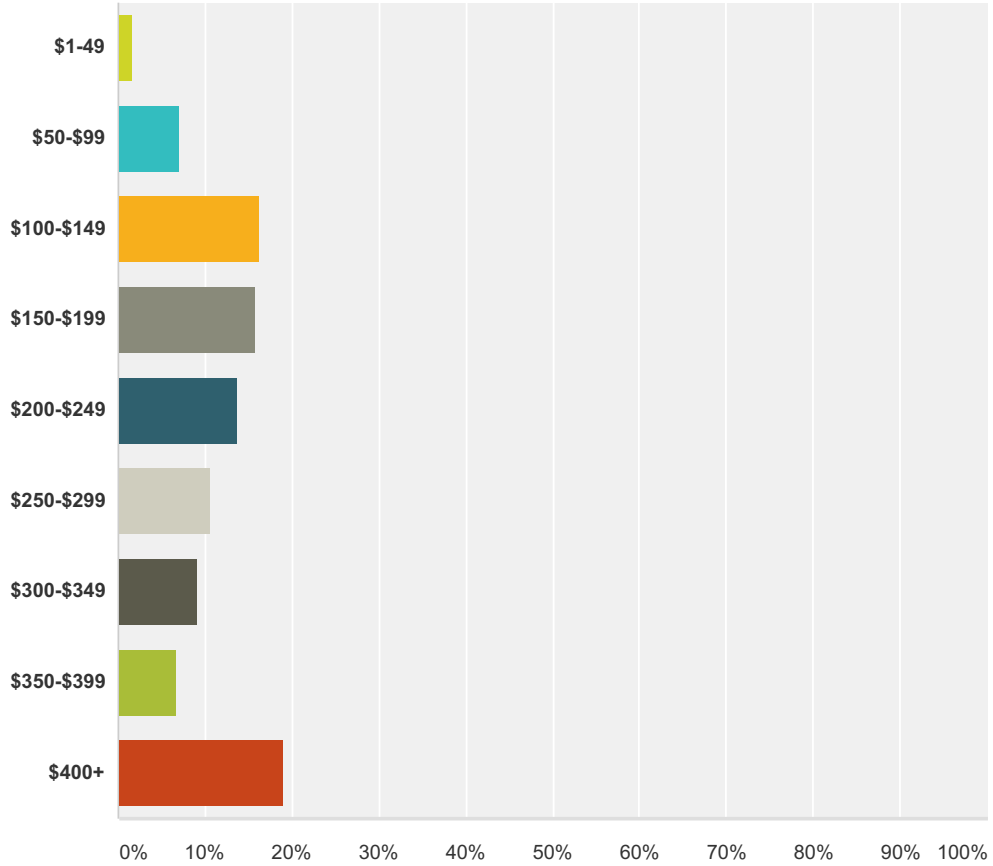


Answer Choices	Responses
Yes	48.76% 255
No	51.24% 268
Total	523

Broadband Survey

Q8 On a monthly basis, how much do you spend on your bundled internet and phone package?

Answered: 253 Skipped: 280

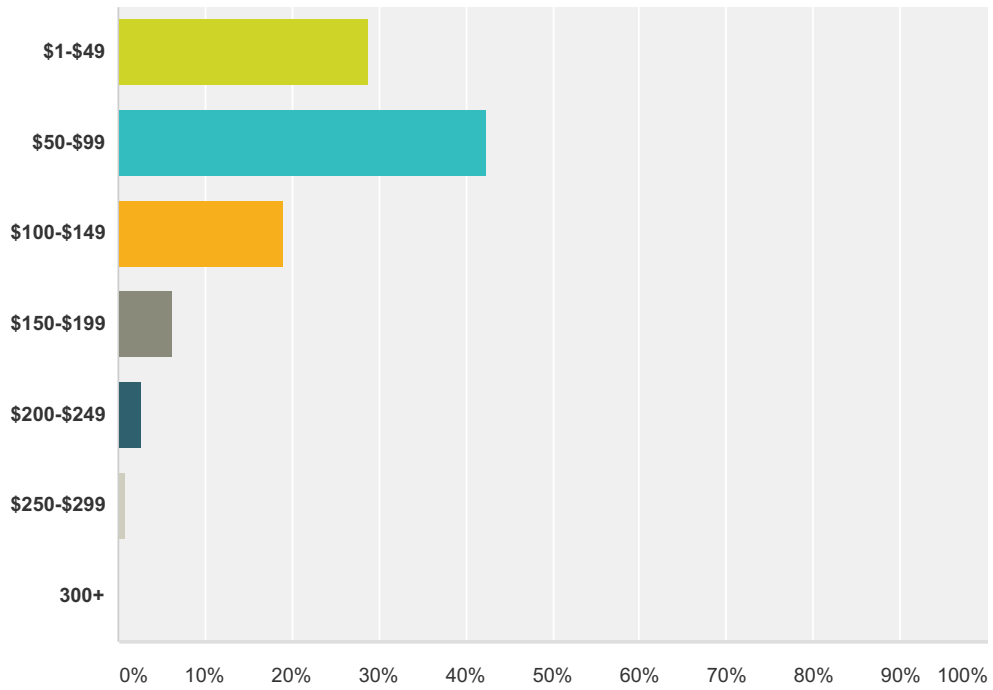


Answer Choices	Responses	Count
\$1-49	1.58%	4
\$50-\$99	7.11%	18
\$100-\$149	16.21%	41
\$150-\$199	15.81%	40
\$200-\$249	13.83%	35
\$250-\$299	10.67%	27
\$300-\$349	9.09%	23
\$350-\$399	6.72%	17
\$400+	18.97%	48
Total		253

Broadband Survey

Q9 On a monthly basis, how much do you spend to connect to the internet?

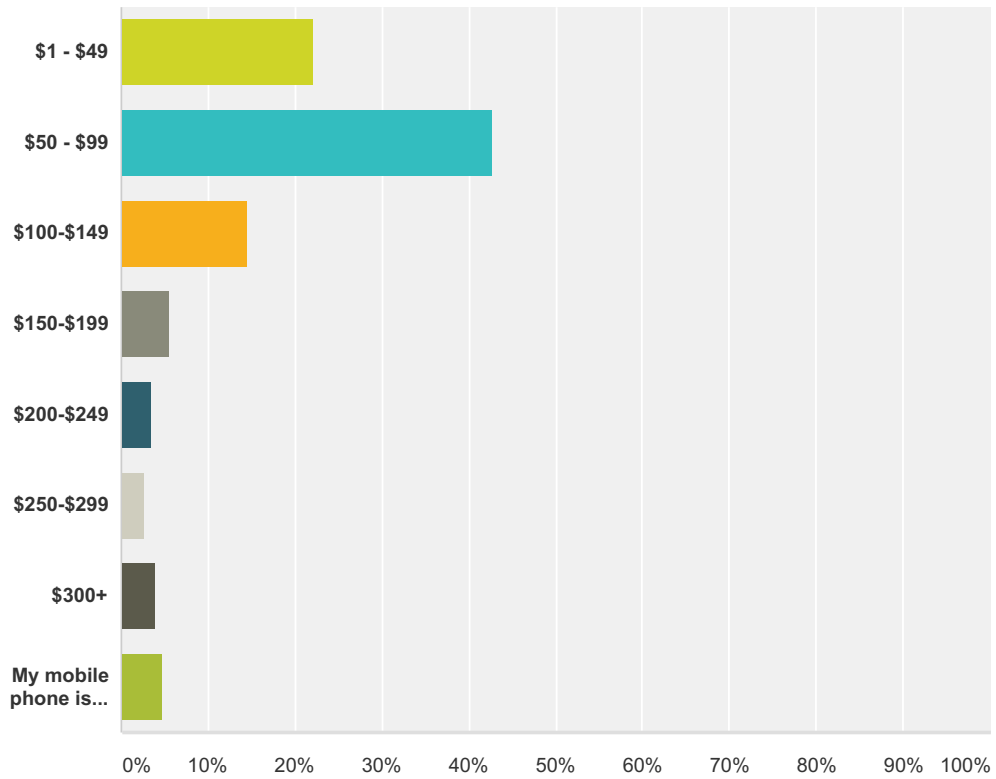
Answered: 226 Skipped: 307



Answer Choices	Responses
\$1-\$49	28.76% 65
\$50-\$99	42.48% 96
\$100-\$149	19.03% 43
\$150-\$199	6.19% 14
\$200-\$249	2.65% 6
\$250-\$299	0.88% 2
300+	0.00% 0
Total	226

Q10 On a monthly basis, how much do you spend on your mobile phone contract?

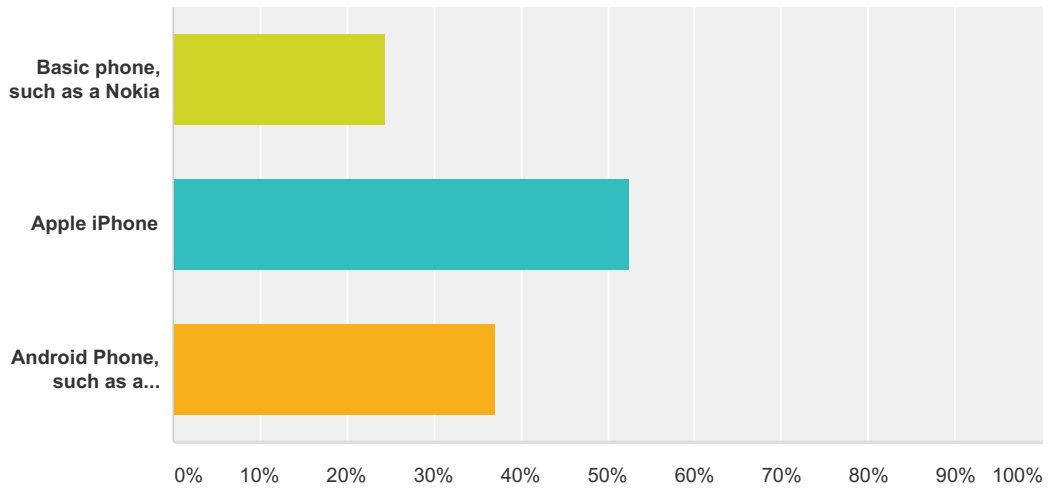
Answered: 227 Skipped: 306



Answer Choices	Responses
\$1 - \$49	22.03% 50
\$50 - \$99	42.73% 97
\$100-\$149	14.54% 33
\$150-\$199	5.73% 13
\$200-\$249	3.52% 8
\$250-\$299	2.64% 6
\$300+	3.96% 9
My mobile phone is bundled with my internet and/or landline	4.85% 11
Total	227

Q11 What type mobile phone do you use? (tick all that apply)

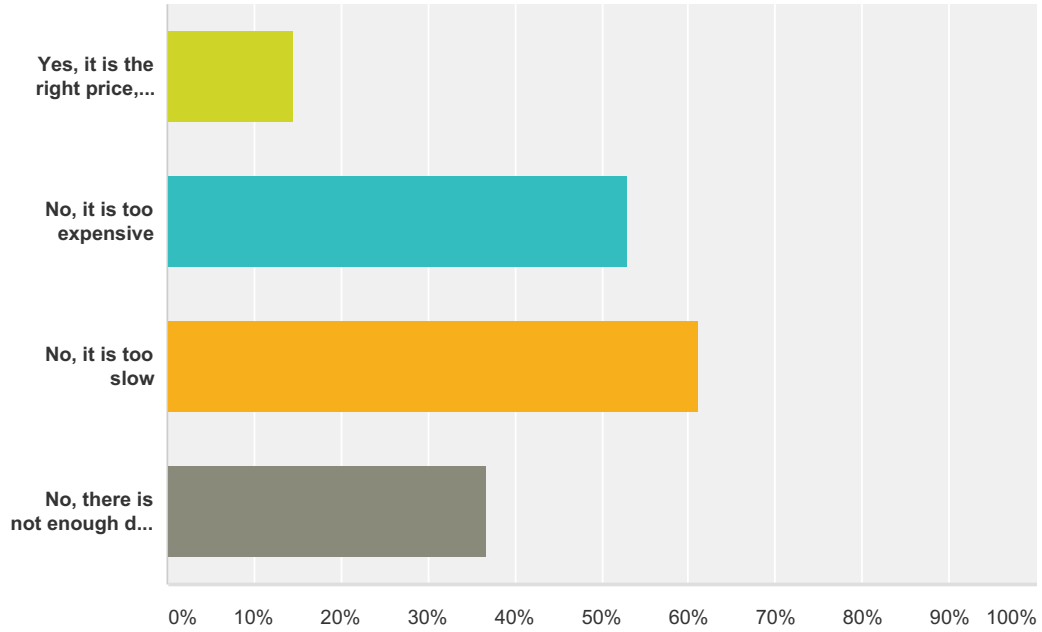
Answered: 433 Skipped: 100



Answer Choices	Responses
Basic phone, such as a Nokia	24.48% 106
Apple iPhone	52.66% 228
Android Phone, such as a Samsung Galaxy, LG G4	37.18% 161
Total Respondents: 433	

Q12 Do your current internet & phone plans meet your needs and expectations in price, speed and data allowance? (tick all that apply)

Answered: 437 Skipped: 96



Answer Choices	Responses
Yes, it is the right price, fast enough and includes enough data	14.65% 64
No, it is too expensive	53.09% 232
No, it is too slow	61.10% 267
No, there is not enough data in the plan	36.84% 161
Total Respondents: 437	

Broadband Survey

Q13 By clicking 'BEGIN TEST' at the link below you are able to test your download and upload speed. This speed test should take no longer than 1 minute. Please record the results. www.speedtest.net/

Answered: 330 Skipped: 203

Answer Choices	Responses
What is your download speed?	100.00% 330
What is your upload speed?	96.06% 317

#	What is your download speed?	Date
1	6.19	6/24/2015 4:00 PM
2	2.18	6/23/2015 11:18 PM
3	19.17	6/23/2015 7:11 PM
4	4.18mbps	6/23/2015 12:19 PM
5	6.44	6/20/2015 1:58 PM
6	8.29mbps	6/19/2015 2:42 PM
7	3.35	6/19/2015 1:43 PM
8	3mbs	6/18/2015 6:43 PM
9	Didn't work	6/18/2015 4:00 PM
10	2.08mbps	6/18/2015 3:37 PM
11	1.73	6/18/2015 3:00 PM
12	4.64Mbps	6/18/2015 2:50 PM
13	5.21	6/18/2015 2:31 PM
14	1.25	6/18/2015 2:13 PM
15	5.5Mbps	6/18/2015 1:44 PM
16	5.56	6/18/2015 1:19 PM
17	1.79	6/18/2015 12:57 PM
18	5.49 Mbps	6/18/2015 12:54 PM
19	7.43	6/18/2015 12:47 PM
20	1.8	6/18/2015 12:39 PM
21	13.68	6/18/2015 12:11 PM
22	24.89	6/13/2015 9:27 AM
23	4.65 Mbps	6/12/2015 7:54 PM
24	4.15	6/6/2015 4:38 PM
25	3.38	6/6/2015 2:51 PM
26	3	6/5/2015 8:09 AM

Broadband Survey

27	2.38 Mbps	6/4/2015 3:37 PM
28	1.8	6/4/2015 10:29 AM
29	4.68 mps	6/4/2015 9:24 AM
30	13.96	6/2/2015 8:50 PM
31	7.84 Mbps	6/2/2015 1:59 PM
32	6.83	6/2/2015 8:25 AM
33	143.4kb/s	6/1/2015 10:15 PM
34	5.7	6/1/2015 5:53 PM
35	2.30Mbps	6/1/2015 3:22 PM
36	1.92Mbps	6/1/2015 3:04 PM
37	4.48	6/1/2015 2:23 PM
38	4.75mbps	6/1/2015 1:36 PM
39	.72Mbps	6/1/2015 12:52 PM
40	11.21 mbps	5/31/2015 9:35 PM
41	79	5/31/2015 8:00 PM
42	4.75 Mbps	5/31/2015 3:49 PM
43	3.25mbps	5/30/2015 8:01 PM
44	2.66mps	5/30/2015 6:47 PM
45	2.54	5/30/2015 4:45 PM
46	45seconds	5/30/2015 3:13 PM
47	4.60 mps	5/30/2015 1:54 PM
48	4.74	5/30/2015 12:29 PM
49	14.32	5/30/2015 11:26 AM
50	80 seconds	5/29/2015 11:49 PM
51	1.21mbs	5/29/2015 9:24 PM
52	0.97 Mbps	5/29/2015 5:06 PM
53	8.35	5/29/2015 3:57 PM
54	Would not run - timed out. Usually 0.02 Mb/sec to 1Mb/sec	5/29/2015 9:57 AM
55	1.55	5/29/2015 9:29 AM
56	3.36mbps	5/28/2015 9:38 PM
57	0.49mbps	5/28/2015 8:52 PM
58	1.10Mbps	5/28/2015 7:38 PM
59	0.58 MBPS	5/28/2015 7:28 PM
60	5.8	5/28/2015 4:40 PM
61	4.47mbps	5/28/2015 2:05 PM
62	3.67	5/28/2015 12:59 PM
63	7.19	5/28/2015 12:04 PM
64	8.46mbps	5/28/2015 11:57 AM

Broadband Survey

65	.49mps	5/28/2015 11:29 AM
66	8.32	5/28/2015 11:09 AM
67	1 minute	5/28/2015 11:08 AM
68	4.17	5/28/2015 10:55 AM
69	5.08 Mbps	5/28/2015 10:30 AM
70	0.65 Mbps	5/28/2015 10:17 AM
71	7.54	5/28/2015 10:04 AM
72	1.85 Mbps	5/28/2015 9:57 AM
73	.54	5/28/2015 9:49 AM
74	12.47	5/28/2015 8:49 AM
75	2.94	5/28/2015 1:32 AM
76	3.75	5/28/2015 12:12 AM
77	2.78	5/28/2015 12:05 AM
78	8.97	5/27/2015 11:37 PM
79	5.73mbps	5/27/2015 11:24 PM
80	1.35	5/27/2015 11:17 PM
81	1.45Mbps	5/27/2015 10:47 PM
82	0.67Mbps	5/27/2015 10:40 PM
83	1.3	5/27/2015 10:40 PM
84	0.99Mbps	5/27/2015 10:12 PM
85	2.26	5/27/2015 10:07 PM
86	2.66	5/27/2015 9:54 PM
87	4.02	5/27/2015 9:12 PM
88	1.3 to 4.8	5/27/2015 8:16 PM
89	5.1	5/27/2015 8:05 PM
90	7.08	5/27/2015 8:05 PM
91	N/A have to go to nearby town to get coverage	5/27/2015 7:40 PM
92	5.85Mbps	5/27/2015 6:46 PM
93	1.77	5/27/2015 6:31 PM
94	12.4	5/27/2015 6:13 PM
95	0.19	5/27/2015 5:40 PM
96	1.74	5/27/2015 5:32 PM
97	5.95Mb/s	5/27/2015 5:03 PM
98	16.72	5/27/2015 4:56 PM
99	4.78	5/27/2015 4:31 PM
100	.71mbps	5/27/2015 4:30 PM
101	2.14 mbps	5/27/2015 4:14 PM
102	3.53mb/s	5/27/2015 4:14 PM

Broadband Survey

103	1.91Mbps	5/27/2015 4:11 PM
104	45 seconds	5/27/2015 3:48 PM
105	7.26	5/27/2015 3:40 PM
106	Survey being completed on 4 G in city so not relevant	5/27/2015 3:38 PM
107	3.11	5/27/2015 3:31 PM
108	0.41	5/27/2015 3:30 PM
109	Not sure	5/27/2015 3:25 PM
110	5.70	5/27/2015 3:19 PM
111	11.42	5/27/2015 3:17 PM
112	5.00 Mbps	5/27/2015 3:12 PM
113	6.16 Mbps	5/27/2015 3:11 PM
114	4.05mbps	5/27/2015 3:09 PM
115	7.48Mbps	5/27/2015 3:07 PM
116	4.97	5/27/2015 3:03 PM
117	7.73	5/27/2015 3:02 PM
118	1.65	5/27/2015 2:54 PM
119	4.89	5/27/2015 2:52 PM
120	http://www.speedtest.net/my-result/4388545850	5/27/2015 2:47 PM
121	23.91	5/27/2015 2:40 PM
122	6.28	5/27/2015 2:38 PM
123	4.26 mbps	5/27/2015 2:36 PM
124	46.58	5/27/2015 2:36 PM
125	4.67	5/27/2015 2:28 PM
126	14.00	5/27/2015 2:26 PM
127	.53MBPS	5/27/2015 2:21 PM
128	6.22	5/27/2015 2:21 PM
129	502m	5/27/2015 2:15 PM
130	5.09kbps	5/27/2015 2:15 PM
131	2.67	5/27/2015 2:12 PM
132	dont know	5/27/2015 2:06 PM
133	1.89	5/25/2015 11:24 AM
134	12.14	5/24/2015 11:12 AM
135	35	5/23/2015 8:52 PM
136	9.06	5/23/2015 5:45 PM
137	0.81	5/22/2015 9:01 PM
138	5.67	5/22/2015 6:04 PM
139	0.95 to 2.59	5/22/2015 5:49 PM
140	0.52 Mbps at 7 am. Would be slower when more use on network	5/22/2015 8:10 AM

Broadband Survey

141	6.69mbps	5/21/2015 12:58 PM
142	10 seconds (this after 10pm at night)	5/20/2015 11:18 PM
143	1.52	5/20/2015 4:21 PM
144	3.26	5/20/2015 4:18 PM
145	6.09	5/19/2015 10:08 PM
146	19.16	5/19/2015 3:34 PM
147	14.23	5/19/2015 1:04 AM
148	2.68	5/18/2015 9:19 PM
149	3.09	5/18/2015 6:36 PM
150	2.64	5/18/2015 4:35 PM
151	19.23	5/18/2015 3:33 PM
152	8.29	5/18/2015 2:56 PM
153	severe	5/17/2015 10:10 PM
154	1.65Mbps	5/17/2015 11:27 AM
155	Not currently at home	5/17/2015 2:00 AM
156	100kbs	5/16/2015 11:04 PM
157	1.60Mbps	5/16/2015 10:54 PM
158	5 mps	5/16/2015 9:42 PM
159	24 mbps	5/16/2015 9:15 PM
160	6.42	5/16/2015 8:59 PM
161	16.5 Mbps	5/16/2015 9:47 AM
162	1.83mbps	5/15/2015 10:50 PM
163	7.62	5/15/2015 9:49 PM
164	3.8	5/15/2015 6:44 PM
165	7.28	5/15/2015 6:32 PM
166	0.09	5/15/2015 5:42 PM
167	5.10	5/15/2015 4:01 PM
168	15.91	5/14/2015 5:42 PM
169	3.87	5/14/2015 4:58 PM
170	4.25 Mbps	5/14/2015 3:57 PM
171	2.00MBps	5/14/2015 11:48 AM
172	9.13	5/14/2015 11:33 AM
173	7.47 Mbps	5/14/2015 11:26 AM
174	4.34	5/14/2015 10:51 AM
175	5.36Mbps	5/14/2015 10:12 AM
176	2.69mbps	5/14/2015 9:10 AM
177	10.96	5/14/2015 9:09 AM
178	1.45	5/14/2015 9:08 AM

Broadband Survey

179	0.39Mbps	5/13/2015 11:19 PM
180	7.15	5/13/2015 10:22 PM
181	1.09	5/13/2015 10:16 PM
182	0.01mbps	5/13/2015 10:05 PM
183	2.34	5/13/2015 9:42 PM
184	very slow	5/13/2015 9:26 PM
185	It wouldn't tell me	5/13/2015 6:49 PM
186	2.35	5/13/2015 5:51 PM
187	11.68	5/13/2015 5:11 PM
188	1.6mps	5/13/2015 5:00 PM
189	0.2 Mb	5/13/2015 2:13 PM
190	17.16	5/13/2015 1:53 PM
191	I am at work	5/13/2015 1:39 PM
192	0.07	5/13/2015 9:37 AM
193	2.94Mbps	5/12/2015 11:56 PM
194	0.25 bits per second	5/12/2015 11:30 PM
195	5.55 Mbps	5/12/2015 10:30 PM
196	.29b/s	5/12/2015 9:36 PM
197	2.5	5/12/2015 8:19 PM
198	1.2 Mb/s	5/12/2015 7:03 PM
199	Could not log on	5/11/2015 10:30 PM
200	5.37mbps (often variable)	5/11/2015 9:28 PM
201	1.01	5/11/2015 7:28 PM
202	4.52mbps	5/11/2015 2:12 PM
203	1.28	5/10/2015 7:53 PM
204	could not access	5/10/2015 5:04 PM
205	3 Kb	5/10/2015 3:46 PM
206	3.90Mbps	5/10/2015 3:01 PM
207	1.08 Mbps	5/10/2015 2:19 PM
208	2.50mbps	5/10/2015 1:22 PM
209	4.76	5/10/2015 9:39 AM
210	2.42 Mbps @ 10.00 PM	5/9/2015 11:41 PM
211	2.89 Mbps	5/9/2015 9:58 PM
212	2.63 Mbps	5/9/2015 8:17 PM
213	4.46 Mbps	5/9/2015 3:19 PM
214	3.35	5/9/2015 2:26 PM
215	1.64mpbs	5/9/2015 11:47 AM
216	17.71 mbps	5/9/2015 11:14 AM

Broadband Survey

217	13.02	5/9/2015 8:46 AM
218	not at farm	5/8/2015 11:27 PM
219	5.08Mbps	5/8/2015 9:31 PM
220	,92	5/8/2015 6:36 PM
221	3.3	5/8/2015 6:24 PM
222	0.21 bps	5/8/2015 6:22 PM
223	300kbps	5/8/2015 6:09 PM
224	3.55Mbps	5/8/2015 5:19 PM
225	2.00 mbps	5/8/2015 4:55 PM
226	5.34	5/8/2015 4:49 PM
227	2.68	5/8/2015 3:15 PM
228	2.1 Mbps	5/8/2015 2:26 PM
229	0.50mbps	5/8/2015 1:50 PM
230	15.83	5/8/2015 1:11 PM
231	6mbps	5/8/2015 12:52 PM
232	11.88	5/8/2015 12:31 PM
233	33.95	5/8/2015 12:03 PM
234	9.75	5/8/2015 11:24 AM
235	22.99 Mbps	5/8/2015 11:10 AM
236	NA	5/8/2015 9:44 AM
237	7.07	5/8/2015 9:36 AM
238	19.3	5/8/2015 9:29 AM
239	4.56	5/8/2015 9:27 AM
240	Nil	5/8/2015 9:24 AM
241	4.35	5/8/2015 8:25 AM
242	0.7 mb/s	5/8/2015 1:56 AM
243	4.05Mbps	5/8/2015 12:48 AM
244	0.54	5/7/2015 11:51 PM
245	3.94Mbps	5/7/2015 11:38 PM
246	3.72Mbps	5/7/2015 11:27 PM
247	23.64 Mbps	5/7/2015 11:18 PM
248	4.95mbps	5/7/2015 11:11 PM
249	1.54Mbps	5/7/2015 11:02 PM
250	9.5	5/7/2015 11:01 PM
251	0.79mb	5/7/2015 10:58 PM
252	1.22mbps	5/7/2015 10:51 PM
253	1.18	5/7/2015 10:25 PM
254	1.32	5/7/2015 10:10 PM

Broadband Survey

255	3.62 mbps	5/7/2015 9:54 PM
256	3.56	5/7/2015 9:47 PM
257	18.07	5/7/2015 9:43 PM
258	0.12	5/7/2015 9:13 PM
259	3.38Mbps	5/7/2015 9:07 PM
260	0.13 mbps	5/7/2015 8:57 PM
261	23.75	5/7/2015 8:57 PM
262	23.84	5/7/2015 8:14 PM
263	1.55mbps	5/7/2015 8:14 PM
264	10.37Mbps	5/7/2015 7:31 PM
265	0.79 MB/s	5/7/2015 7:19 PM
266	2.57 MBPS	5/7/2015 6:57 PM
267	6.75	5/7/2015 6:24 PM
268	.34 Mbps	5/7/2015 5:57 PM
269	4.22	5/7/2015 5:56 PM
270	2.53 mbps	5/7/2015 5:18 PM
271	2.39	5/7/2015 5:00 PM
272	5.25 Mbps	5/7/2015 4:59 PM
273	3.72	5/7/2015 4:54 PM
274	1.08Mbps	5/7/2015 4:49 PM
275	2.60mbps	5/7/2015 4:37 PM
276	23.04	5/7/2015 3:59 PM
277	4.1	5/7/2015 3:18 PM
278	5.08	5/7/2015 3:13 PM
279	Unable to access	5/7/2015 3:05 PM
280	4.86	5/7/2015 2:52 PM
281	1.15	5/7/2015 2:39 PM
282	2.84	5/7/2015 2:37 PM
283	4.41	5/7/2015 2:37 PM
284	3.27	5/7/2015 2:28 PM
285	4.14 mbps	5/7/2015 2:21 PM
286	43.48	5/7/2015 2:17 PM
287	2.11mbps	5/7/2015 2:16 PM
288	Stated it contains harmful virus- did not do	5/7/2015 2:13 PM
289	6.98	5/7/2015 2:11 PM
290	31.63mbps	5/7/2015 2:08 PM
291	1.28mbps	5/7/2015 1:57 PM
292	1.31mbps	5/7/2015 1:53 PM

Broadband Survey

293	4.68 this was at midday which is a good time after 6pm is horrid	5/7/2015 1:49 PM
294	22.96	5/7/2015 1:47 PM
295	3.68	5/7/2015 1:43 PM
296	8.88	5/7/2015 1:34 PM
297	couldnt get it to work	5/7/2015 1:31 PM
298	2.28	5/7/2015 1:27 PM
299	8.59	5/7/2015 1:21 PM
300	0.58	5/7/2015 1:19 PM
301	6.48mps	5/7/2015 1:09 PM
302	Timed out	5/7/2015 1:02 PM
303	6.85	5/7/2015 1:01 PM
304	3.35Mbps	5/7/2015 12:56 PM
305	2.80Mbps	5/7/2015 12:55 PM
306	4.74	5/7/2015 12:55 PM
307	2.85	5/7/2015 12:44 PM
308	2.10mbps	5/7/2015 12:38 PM
309	4.49	5/7/2015 12:34 PM
310	8.61	5/7/2015 12:24 PM
311	23.58	5/7/2015 12:22 PM
312	12.59	5/7/2015 12:20 PM
313	1.31 mbps	5/7/2015 12:19 PM
314	Unable to measure - Too slow to work	5/7/2015 12:17 PM
315	4 mbps	5/7/2015 12:10 PM
316	3.43	5/7/2015 12:08 PM
317	6.04 Mbps	5/7/2015 12:07 PM
318	1.89mbps	5/7/2015 12:07 PM
319	did not work	5/7/2015 12:01 PM
320	1.24 mbps	5/7/2015 11:59 AM
321	3.89Mbps	5/7/2015 11:50 AM
322	0.78mbps	5/7/2015 11:48 AM
323	8.79	5/7/2015 11:44 AM
324	1.90	5/7/2015 11:38 AM
325	4.27	5/7/2015 11:35 AM
326	23.99 Mbps	5/7/2015 11:28 AM
327	6.14mbps	5/7/2015 11:18 AM
328	68.37	5/7/2015 9:58 AM
329	55	5/7/2015 9:15 AM
330	65.63	5/7/2015 9:14 AM

Broadband Survey

#	What is your upload speed?	Date
1	.82	6/24/2015 4:00 PM
2	.31	6/23/2015 11:18 PM
3	12.34	6/23/2015 7:11 PM
4	1.76mbps	6/23/2015 12:19 PM
5	0.27	6/20/2015 1:58 PM
6	1.26mbps	6/19/2015 2:42 PM
7	0.28	6/19/2015 1:43 PM
8	.03mbs	6/18/2015 6:43 PM
9	Didn't work	6/18/2015 4:00 PM
10	2.03mbps	6/18/2015 3:37 PM
11	0.34	6/18/2015 3:00 PM
12	2.48Mbps	6/18/2015 2:50 PM
13	1.24	6/18/2015 2:31 PM
14	0.20	6/18/2015 2:13 PM
15	0.37Mbps	6/18/2015 1:44 PM
16	.33	6/18/2015 1:19 PM
17	.31	6/18/2015 12:57 PM
18	0.35 Mbps	6/18/2015 12:54 PM
19	1.48	6/18/2015 12:47 PM
20	0.1	6/18/2015 12:39 PM
21	1.32	6/18/2015 12:11 PM
22	0.2	6/13/2015 9:27 AM
23	0.75Mbps	6/12/2015 7:54 PM
24	.73	6/6/2015 4:38 PM
25	.13	6/6/2015 2:51 PM
26	1.14	6/5/2015 8:09 AM
27	1.37 Mbps	6/4/2015 3:37 PM
28	.39	6/4/2015 10:29 AM
29	0.38mps	6/4/2015 9:24 AM
30	0.85	6/2/2015 8:50 PM
31	1.86 Mbps	6/2/2015 1:59 PM
32	0.32	6/2/2015 8:25 AM
33	9.8kb/s	6/1/2015 10:15 PM
34	0.41	6/1/2015 5:53 PM
35	1.23Mbps	6/1/2015 3:22 PM
36	0.38Mbps	6/1/2015 3:04 PM
37	0.79	6/1/2015 2:23 PM

Broadband Survey

38	.40mbps	6/1/2015 1:36 PM
39	.29Mbps	6/1/2015 12:52 PM
40	0.92 mbps	5/31/2015 9:35 PM
41	1	5/31/2015 8:00 PM
42	0.23 Mbps	5/31/2015 3:49 PM
43	0.24mbps	5/30/2015 8:01 PM
44	0.33mps	5/30/2015 6:47 PM
45	1.19	5/30/2015 4:45 PM
46	.75 mps	5/30/2015 1:54 PM
47	.17	5/30/2015 12:29 PM
48	0.83	5/30/2015 11:26 AM
49	0.12 mbs	5/29/2015 9:24 PM
50	0.33 Mbps	5/29/2015 5:06 PM
51	1.61mpbs	5/29/2015 3:57 PM
52	Not attempted	5/29/2015 9:57 AM
53	0.12	5/29/2015 9:29 AM
54	0.69mbps	5/28/2015 9:38 PM
55	0.20mbps	5/28/2015 8:52 PM
56	0.16Mbps	5/28/2015 7:38 PM
57	0.29MBPS	5/28/2015 7:28 PM
58	0.31	5/28/2015 4:40 PM
59	0.97mbps	5/28/2015 2:05 PM
60	0.26	5/28/2015 12:59 PM
61	1.34	5/28/2015 12:04 PM
62	1.04mbps	5/28/2015 11:57 AM
63	.21mps	5/28/2015 11:29 AM
64	1.29	5/28/2015 11:09 AM
65	same	5/28/2015 11:08 AM
66	.29	5/28/2015 10:55 AM
67	0.38 Mbps	5/28/2015 10:30 AM
68	12.28Mbps	5/28/2015 10:17 AM
69	0.60	5/28/2015 10:04 AM
70	0.39 Mbps	5/28/2015 9:57 AM
71	.22	5/28/2015 9:49 AM
72	54.76	5/28/2015 8:49 AM
73	.512	5/28/2015 1:32 AM
74	.87	5/28/2015 12:12 AM
75	.32	5/28/2015 12:05 AM

Broadband Survey

76	1.09	5/27/2015 11:37 PM
77	0.42Mbps	5/27/2015 11:24 PM
78	.27	5/27/2015 11:17 PM
79	.17Mbps	5/27/2015 10:47 PM
80	0.32Mbps	5/27/2015 10:40 PM
81	0.21	5/27/2015 10:40 PM
82	0.18Mbps	5/27/2015 10:12 PM
83	0.14	5/27/2015 10:07 PM
84	0.22	5/27/2015 9:54 PM
85	0.72	5/27/2015 9:12 PM
86	.78	5/27/2015 8:05 PM
87	.77	5/27/2015 8:05 PM
88	N/A have to go to nearby town to get coverage	5/27/2015 7:40 PM
89	.45Mbps	5/27/2015 6:46 PM
90	0.45	5/27/2015 6:31 PM
91	1.8	5/27/2015 6:13 PM
92	0.12	5/27/2015 5:40 PM
93	1.02	5/27/2015 5:32 PM
94	1.37Mb/s	5/27/2015 5:03 PM
95	.8	5/27/2015 4:56 PM
96	0.64	5/27/2015 4:31 PM
97	.83Mbps	5/27/2015 4:30 PM
98	.31 mbps	5/27/2015 4:14 PM
99	0.12mb	5/27/2015 4:14 PM
100	.33Mbps	5/27/2015 4:11 PM
101	1.17	5/27/2015 3:40 PM
102	0.03	5/27/2015 3:31 PM
103	0.12	5/27/2015 3:30 PM
104	Not sure	5/27/2015 3:25 PM
105	0.86	5/27/2015 3:19 PM
106	0.97	5/27/2015 3:17 PM
107	.41 Mbps	5/27/2015 3:12 PM
108	0.40 Mbps	5/27/2015 3:11 PM
109	0.18Mbps	5/27/2015 3:09 PM
110	1.73Mbps	5/27/2015 3:07 PM
111	.18	5/27/2015 3:03 PM
112	1.53	5/27/2015 3:02 PM
113	0.93	5/27/2015 2:54 PM

Broadband Survey

114	.35	5/27/2015 2:52 PM
115	http://www.speedtest.net/my-result/4388545850	5/27/2015 2:47 PM
116	17.53	5/27/2015 2:40 PM
117	0.29	5/27/2015 2:38 PM
118	0.36mbps	5/27/2015 2:36 PM
119	16.56	5/27/2015 2:36 PM
120	1.17	5/27/2015 2:28 PM
121	7.00	5/27/2015 2:26 PM
122	.18MBPS	5/27/2015 2:21 PM
123	2.54	5/27/2015 2:21 PM
124	0.82m	5/27/2015 2:15 PM
125	1.72kbps	5/27/2015 2:15 PM
126	0.49	5/27/2015 2:12 PM
127	dont know	5/27/2015 2:06 PM
128	2.56	5/25/2015 11:24 AM
129	0.87	5/24/2015 11:12 AM
130	80	5/23/2015 8:52 PM
131	0.47	5/23/2015 5:45 PM
132	0.14	5/22/2015 9:01 PM
133	.79	5/22/2015 6:04 PM
134	0.09 to 0.16	5/22/2015 5:49 PM
135	0.72 Mbps	5/22/2015 8:10 AM
136	.12mbps	5/21/2015 12:58 PM
137	Couldn't Register it	5/20/2015 11:18 PM
138	0.03	5/20/2015 4:21 PM
139	1.73	5/20/2015 4:18 PM
140	2.47	5/19/2015 10:08 PM
141	1.29	5/19/2015 3:34 PM
142	1.62	5/19/2015 1:04 AM
143	.17	5/18/2015 9:19 PM
144	.29	5/18/2015 6:36 PM
145	.48	5/18/2015 4:35 PM
146	0.78	5/18/2015 3:33 PM
147	0.3	5/18/2015 2:56 PM
148	severe	5/17/2015 10:10 PM
149	0.24Mbps	5/17/2015 11:27 AM
150	25kbs	5/16/2015 11:04 PM
151	0.45Mbps	5/16/2015 10:54 PM

Broadband Survey

152	1 mps	5/16/2015 9:42 PM
153	0.06	5/16/2015 9:15 PM
154	0.97	5/16/2015 8:59 PM
155	.87 Mbps	5/16/2015 9:47 AM
156	0.26 mbps	5/15/2015 10:50 PM
157	.97Mbps	5/15/2015 9:49 PM
158	.65	5/15/2015 6:44 PM
159	1.06	5/15/2015 6:32 PM
160	no reading	5/15/2015 5:42 PM
161	2.05	5/15/2015 4:01 PM
162	0.65	5/14/2015 4:58 PM
163	1.70 Mbps	5/14/2015 3:57 PM
164	0.78	5/14/2015 11:48 AM
165	.87	5/14/2015 11:33 AM
166	0.28 Mbps	5/14/2015 11:26 AM
167	0.52	5/14/2015 10:51 AM
168	0.61Mbps	5/14/2015 10:12 AM
169	.54mbps	5/14/2015 9:10 AM
170	082	5/14/2015 9:09 AM
171	9.52	5/14/2015 9:08 AM
172	0.21Mbps	5/13/2015 11:19 PM
173	2.07	5/13/2015 10:22 PM
174	.11	5/13/2015 10:16 PM
175	0.05mbps	5/13/2015 10:05 PM
176	1.72	5/13/2015 9:42 PM
177	very slow	5/13/2015 9:26 PM
178	0.90	5/13/2015 5:51 PM
179	.69	5/13/2015 5:11 PM
180	256kbs	5/13/2015 5:00 PM
181	0.38	5/13/2015 1:53 PM
182	I am at work	5/13/2015 1:39 PM
183	0.08	5/13/2015 9:37 AM
184	0.39Mbps	5/12/2015 11:56 PM
185	1.29 Mbps	5/12/2015 10:30 PM
186	.09b/s	5/12/2015 9:36 PM
187	.32	5/12/2015 8:19 PM
188	.8 Mb/s	5/12/2015 7:03 PM
189	To slow	5/11/2015 10:30 PM

Broadband Survey

190	0.32 mbps (often variable)	5/11/2015 9:28 PM
191	.26	5/11/2015 7:28 PM
192	1.64mbps	5/11/2015 2:12 PM
193	.13	5/10/2015 7:53 PM
194	could not access	5/10/2015 5:04 PM
195	2kb	5/10/2015 3:46 PM
196	Would not work	5/10/2015 3:01 PM
197	.18 Mbps	5/10/2015 2:19 PM
198	0.21mbps	5/10/2015 1:22 PM
199	.66	5/10/2015 9:39 AM
200	0.36 Mbps @ 10.00 PM	5/9/2015 11:41 PM
201	1.18 Mbps	5/9/2015 9:58 PM
202	1.01 Mbps	5/9/2015 8:17 PM
203	1.14	5/9/2015 2:26 PM
204	0.31	5/9/2015 11:47 AM
205	10.79mbps	5/9/2015 11:14 AM
206	1.03	5/9/2015 8:46 AM
207	not at farm	5/8/2015 11:27 PM
208	0.61Mbps	5/8/2015 9:31 PM
209	,17	5/8/2015 6:36 PM
210	.3	5/8/2015 6:24 PM
211	0.26 bps	5/8/2015 6:22 PM
212	290kbps	5/8/2015 6:09 PM
213	.36	5/8/2015 5:19 PM
214	0.31 mbps	5/8/2015 4:55 PM
215	0.23	5/8/2015 4:49 PM
216	.32	5/8/2015 3:15 PM
217	.94 Mbps	5/8/2015 2:26 PM
218	0.13mbps	5/8/2015 1:50 PM
219	0.87	5/8/2015 1:11 PM
220	1mbpa	5/8/2015 12:52 PM
221	.76	5/8/2015 12:31 PM
222	12.01	5/8/2015 12:03 PM
223	11.85	5/8/2015 11:24 AM
224	17.30 Mbps	5/8/2015 11:10 AM
225	NA	5/8/2015 9:44 AM
226	0.87m/b p/sec	5/8/2015 9:36 AM
227	.84	5/8/2015 9:29 AM

Broadband Survey

228	.36	5/8/2015 9:27 AM
229	Nil	5/8/2015 9:24 AM
230	0.7	5/8/2015 8:25 AM
231	0.06 mb/s	5/8/2015 1:56 AM
232	1.53Mbps	5/8/2015 12:48 AM
233	0.12	5/7/2015 11:51 PM
234	0.26Mbps	5/7/2015 11:38 PM
235	0.12Mbps	5/7/2015 11:27 PM
236	13.53 Mpbs	5/7/2015 11:18 PM
237	.40mbps	5/7/2015 11:11 PM
238	0.44Mbps	5/7/2015 11:02 PM
239	.73	5/7/2015 11:01 PM
240	it didn't tell me now i have something installed on my computer i didn't want - thanks!	5/7/2015 10:58 PM
241	0.2mbps	5/7/2015 10:51 PM
242	.24	5/7/2015 10:25 PM
243	.17	5/7/2015 10:10 PM
244	1.07 mbps	5/7/2015 9:54 PM
245	0.47	5/7/2015 9:47 PM
246	1.27	5/7/2015 9:43 PM
247	0.01	5/7/2015 9:13 PM
248	0.15Mbps	5/7/2015 9:07 PM
249	0.54 mbps	5/7/2015 8:57 PM
250	13.04	5/7/2015 8:57 PM
251	15.15	5/7/2015 8:14 PM
252	.14mbps	5/7/2015 8:14 PM
253	12.88Mbps	5/7/2015 7:31 PM
254	1.01 MB/S	5/7/2015 7:19 PM
255	13 MBPS	5/7/2015 6:57 PM
256	0.32	5/7/2015 6:24 PM
257	.34 Mpbs	5/7/2015 5:57 PM
258	1029	5/7/2015 5:56 PM
259	0.30 mbps	5/7/2015 5:18 PM
260	.74	5/7/2015 5:00 PM
261	0.74 Mbps	5/7/2015 4:59 PM
262	0.27	5/7/2015 4:54 PM
263	.32Mbps	5/7/2015 4:49 PM
264	0.36mbps	5/7/2015 4:37 PM
265	15.05	5/7/2015 3:59 PM

Broadband Survey

266	would not calculate	5/7/2015 3:18 PM
267	.17	5/7/2015 3:13 PM
268	Unable to access as to slow	5/7/2015 3:05 PM
269	1.87	5/7/2015 2:52 PM
270	0.11	5/7/2015 2:39 PM
271	0.31	5/7/2015 2:37 PM
272	.23	5/7/2015 2:37 PM
273	0.72	5/7/2015 2:28 PM
274	.38 mbps	5/7/2015 2:21 PM
275	6.02	5/7/2015 2:17 PM
276	0.36mbps	5/7/2015 2:16 PM
277	.12	5/7/2015 2:11 PM
278	3.87mbps	5/7/2015 2:08 PM
279	0.16	5/7/2015 1:57 PM
280	.21mbps	5/7/2015 1:53 PM
281	0.39	5/7/2015 1:49 PM
282	14.97	5/7/2015 1:47 PM
283	1.25	5/7/2015 1:43 PM
284	0.84	5/7/2015 1:34 PM
285	couldnt get it to work	5/7/2015 1:31 PM
286	0.89	5/7/2015 1:27 PM
287	1.20	5/7/2015 1:21 PM
288	0.09	5/7/2015 1:19 PM
289	0.48mps	5/7/2015 1:09 PM
290	Timed out	5/7/2015 1:02 PM
291	0.31	5/7/2015 1:01 PM
292	0.4Mbps	5/7/2015 12:56 PM
293	0.12Mbps	5/7/2015 12:55 PM
294	9.63	5/7/2015 12:55 PM
295	.35	5/7/2015 12:44 PM
296	.34mbps	5/7/2015 12:38 PM
297	0.96	5/7/2015 12:34 PM
298	0.78	5/7/2015 12:24 PM
299	14.7	5/7/2015 12:22 PM
300	.94	5/7/2015 12:20 PM
301	0.24 mbps	5/7/2015 12:19 PM
302	Unable to measure - Too slow to work	5/7/2015 12:17 PM
303	.2 mbps	5/7/2015 12:10 PM

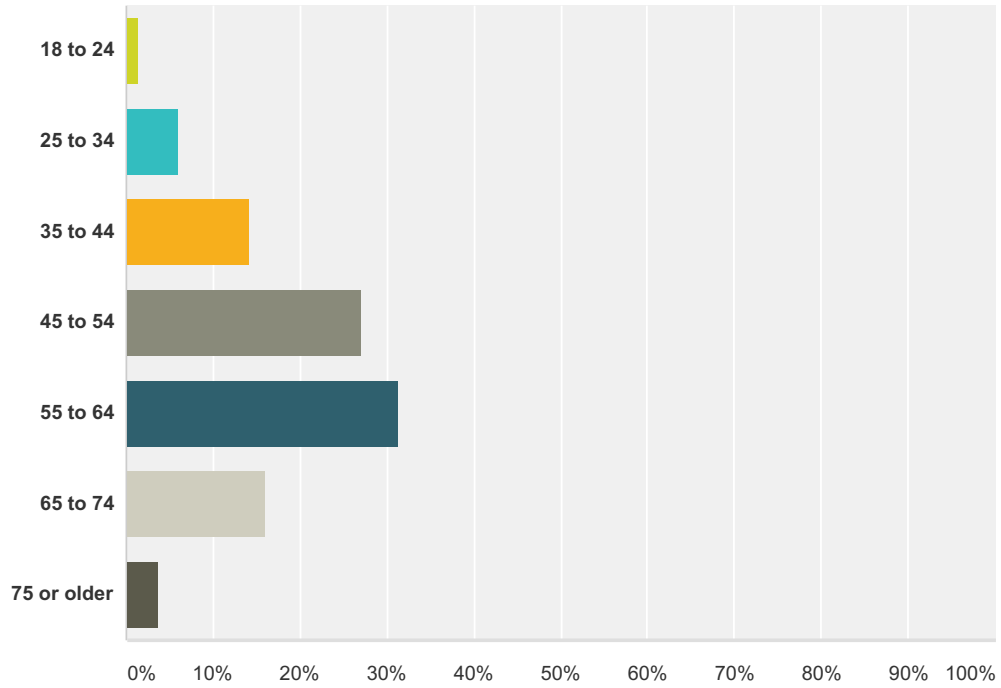
Broadband Survey

304	0.71	5/7/2015 12:08 PM
305	0.20Mbps	5/7/2015 12:07 PM
306	.32mbps	5/7/2015 12:07 PM
307	did not work	5/7/2015 12:01 PM
308	0.33 mbps	5/7/2015 11:59 AM
309	0.29Mbps	5/7/2015 11:50 AM
310	0.5	5/7/2015 11:48 AM
311	9.38	5/7/2015 11:44 AM
312	0.28	5/7/2015 11:38 AM
313	.51	5/7/2015 11:35 AM
314	13.88 Mbps	5/7/2015 11:28 AM
315	0.40mbps	5/7/2015 11:18 AM
316	55	5/7/2015 9:15 AM
317	72.74	5/7/2015 9:14 AM

Broadband Survey

Q15 What is your age?

Answered: 394 Skipped: 139

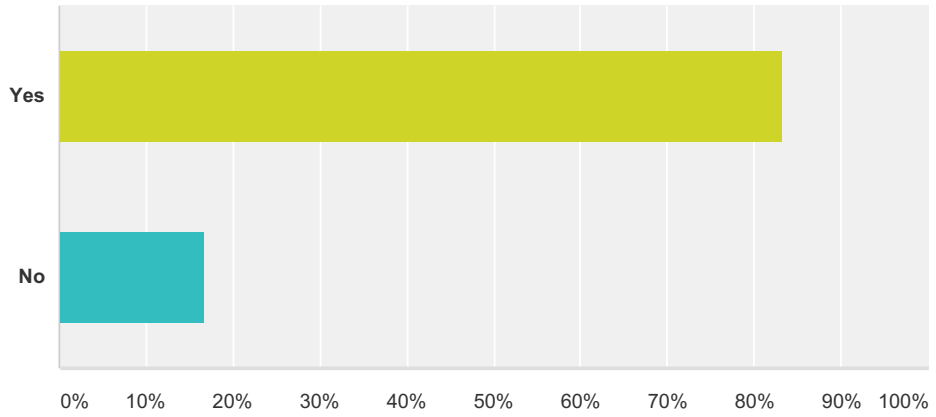


Answer Choices	Responses	
18 to 24	1.52%	6
25 to 34	6.09%	24
35 to 44	14.21%	56
45 to 54	27.16%	107
55 to 64	31.22%	123
65 to 74	15.99%	63
75 or older	3.81%	15
Total		394

Broadband Survey

Q16 Are you currently a VFF member?

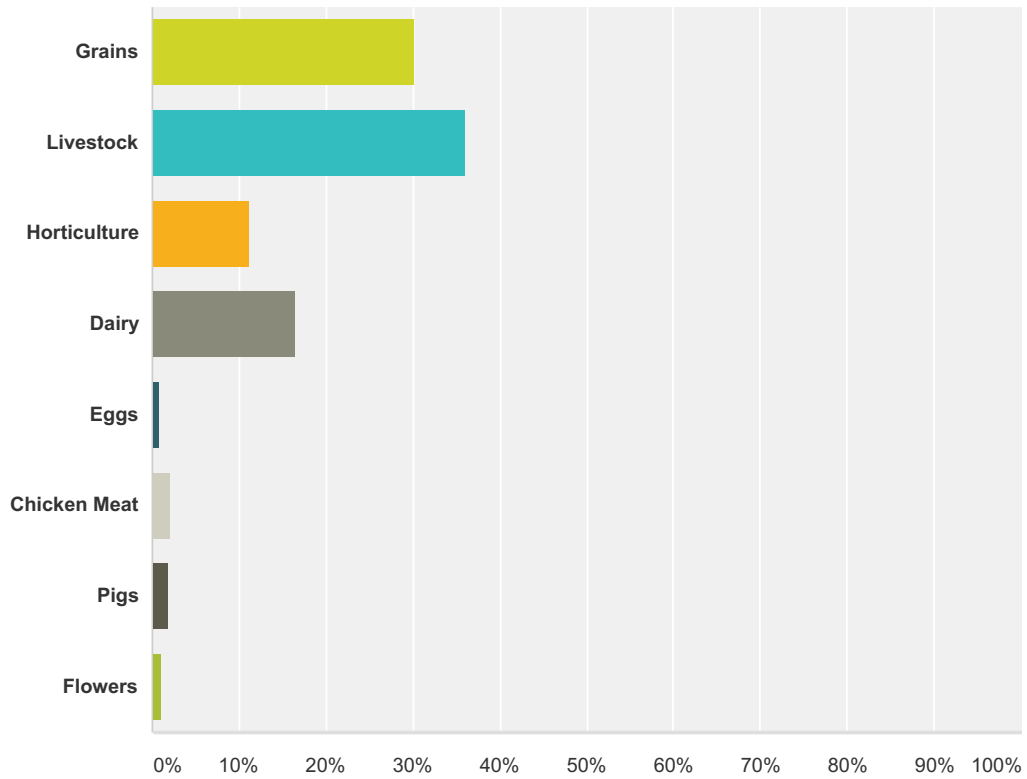
Answered: 394 Skipped: 139



Answer Choices	Responses
Yes	83.25% 328
No	16.75% 66
Total	394

Q17 What commodity do you best associate with?

Answered: 380 Skipped: 153



Answer Choices	Responses
Grains	30.26% 115
Livestock	36.05% 137
Horticulture	11.32% 43
Dairy	16.58% 63
Eggs	0.79% 3
Chicken Meat	2.11% 8
Pigs	1.84% 7
Flowers	1.05% 4
Total	380

Broadband Survey

PLEASE NOTE: RESPONSES HAVE BEEN EDITED TO EXCLUDE PERSONAL DETAILS

Q18 Do you have any further comments about your broadband connectivity?

Answered: 268 Skipped: 265

#	Responses	Date
1	very inadequate too slow and drops out most of the time	6/23/2015 11:21 PM
2	Dimboola has just had an NBN tower activated but signal footprint is small and patchy compared to nearby towers I contacted the NBN requesting a reason for this but have received no reply.	6/23/2015 12:23 PM
3	Weather permitting it varies.	6/19/2015 2:43 PM
4	Pretty slow internet, pay more than people who live in town and they get more internet data and for less!	6/18/2015 4:02 PM
5	It is dependant on the weather, this alters the speed dramatically.	6/18/2015 3:38 PM
6	It is not ideal, we have to reset our modem regularly and we also have to be careful some months when the kids are using the internet not to go over, happy to give cost of monthly plan and data amount if you are chasing that information.	6/18/2015 3:02 PM
7	Performance is highly variable depending on time of day. Biggest problem is with mobile phone reception.	6/18/2015 2:52 PM
8	Walters Our speeds are only faster because we had to purchase and spend \$730.00 on a yagi antenna and a smart antenna due to blackspot area	6/18/2015 2:33 PM
9	to expand my bussiness I need a faster & reliable internet service	6/18/2015 2:16 PM
10	When it rains I am not able to reconnect to the internet. Today I gained internet access at noon. There was none before that. Since more people have gone onto the satallite the speed has slowed down considerably. On the weekend I could not stream simple 2-3 minute youtube pieces - in the past I have been able to. I do think that our price is expensive and we cannot of course bundle internet with anything else. Our mobile phone plans are with Aldi - Telstra was just far too expensive. The Telstra \$95 a month or whatever it is is quiet good for landline calls - they would still make a mint out of us, as most people today are on mobile and many on mobile only - but it is hand for long landline calls. We are on a small package for making mobile calls - about \$30 a month - so our phone bill is >\$130 month - which I think is expensive as it doesn't include our mobile phones (we are on a call useage plans, as we have no mobile coverage here - I think tha's OK as we are probably all compromising our longterm health with all the 'radio' waves in the air - who is doing any resarch on that?!!	6/18/2015 1:55 PM
11	So slow its almost intolerable! espically in wet weather. however Optus is kicking goals with its service in our area, we are now on 4G but service is limited in areas still.	6/18/2015 12:55 PM
12	The small size and big price of data on mobile devices is excessive.	6/18/2015 12:41 PM
13	We recently connecting to NBN Fixed Wireless & we are VERY happy with the speed, data allowance & price. Prior to this we could only connect via mobile broadband at an exorbitant price for very little data.	6/13/2015 9:30 AM
14	I feel it is too expensive because I have to have both a mobile and land line because the mobile doesnt work well so we need the land line to call the caller back on. We double pay because we can be standing next to the phone and it wont ring and goes straight to message bank yet we have to pay to retrieve the message and have to pay to call 101. We have an abundance of internet available but cannot use it because it is so slow its impossible to utilize.. We cannot watch lview or even utube. We have no other otion no other carrier works at all and Tesltra only just works	6/10/2015 5:03 PM
15	Slow and intermittent	6/6/2015 4:40 PM
16	It took three tries to load the survey and 10 minutes to complete due to ridiculously slow internet	6/6/2015 2:53 PM
17	Several years ago fast speed internet cable was installed to the Warrenbayne State School. The school has since closed. Why can't this cable be used to bring high speed internet to the Warrenbayne community?	6/4/2015 3:42 PM
18	Was unable to do tests required due to download problems	6/4/2015 12:37 PM
19	same speed as snail mail !!!!	6/4/2015 10:32 AM

Broadband Survey

20	I moved to Skipton several months ago. I have been on a waiting list for ADSL for 14 weeks. I have been told there is no available slot in the local telephone exchange. I have been told the waiting list is indefinite. In 2015 I just can not believe it. We have no NBN and yet Ballarat city has been connected. That just does not make sense to me when the priority should be for country people who are struggling to access decent internet services The only option I have is to use Telstra's 3G mobile broadband. While the service is good the cost is outrageous. I pay \$50 for 4gig of data. I have to limit internet use by not streaming any content such as video or audio because it chews up the data. I previously lived near Ballarat. We were one of the first to be connected to NBN fixed wireless in 2012. It was wonderful. It was incredibly cheap and fast. I had no complaints. I paid \$60 for 150gig per month.	6/4/2015 9:37 AM
21	We currently only have access to 3G mobile broadband, which is expensive (8GB per month for \$60) and restrictive - maximum data download = 20GB per month, which costs \$100. Have spoken to NBN and they cannot provide and do not know when NBN rollout will reach this area. It is a big issue for our family and we are considering moving because of it.	6/2/2015 2:04 PM
22	I loathe dealing with Telstra but I have to deal with them because their coverage is better than others. I cannot stand their call centres and their ability to follow a problem through if it requires more than one call. As a communication company they have no idea about communication and customers. Whenever they contact me under the veil of "optimising my costs" or whatever, they only seem to want to sell more services. Telstra shops do not seem to do anything except sell mobile phones. The whole service and billing structure is designed to confuse.	6/2/2015 8:32 AM
23	You should also be considering 'ping' data in your analysis. The 'ping' reading for this account was 1036.	6/1/2015 10:18 PM
24	Our internet speed is very slow. We don't get the advantage of bundling our internet with mobile/land line or Foxtel (or equivalent) Satalite is our only option. NBN also will not be rolled out in this area. To receive higher speeds we are required to pay more, usually well above prices paid by our city counter parts. We do not use multiple devices (laptop, lpads etc) or a WIFI router on our internet connection, as this would slow speeds even further.	6/1/2015 6:02 PM
25	mobile coverage poor,only get wireless internet with antenna on house roof	6/1/2015 3:24 PM
26	Very poor in Berrillock Town We are 6km south and a little closer to Culgoa tower Had installed \$500 Telstra Box to improve signal but signal still drops out all the time and we do not get phone service at times	6/1/2015 2:29 PM
27	Broadband hopeless in the evenings.	6/1/2015 1:37 PM
28	Wish it was as fast as the city! Every 2 to 3 months, connection to internet terrible for days to a week on Optus and Telstra	6/1/2015 12:55 PM
29	Extremely slow connection to service provider when switching or opening up the laptop computer	5/31/2015 9:43 PM
30	I am not at home while testing download speed be c ause it doesn't work properly there. Also cannot get homeline broadband unlimited Internet bundle which would be much cheaper to run but not available in our area.	5/31/2015 6:14 AM
31	We pay \$120 per month for 15gb on a fixed wireless device service. It's so unfair to country people, as city people get a range of providers at competitive prices and can often get 100gb for less than half of what we pay for a measly 15gb.	5/30/2015 8:06 PM
32	This is my home office connection, also submitted on my business office connection.	5/30/2015 6:49 PM
33	About to be connected to nbn hopefully a bit faster access	5/30/2015 4:46 PM
34	this was done on a saturday morning when it is often a bit faster, normal times such as evening or weekdays, it is much slower.	5/30/2015 12:30 PM
35	Very Ordinary !!! compared to towns & cities.	5/29/2015 11:52 PM
36	Couldn't get speed test to work on the ipad	5/29/2015 9:58 PM
37	It's pathetic, inadequate, constantly drops out, pixilates or is buffering for ages. Use after 3.00 pm is a waste of time. Had to stop download of virus protection renewal this week as it was going to take more than 10 HOURS. Cannot reliably pay bills, make theatre or airline bookings, trade shares etc Local exchange is copper wire so can't get ADSL and Telstra has no plans to upgrade or provide NBN. Previous residence paid for 500Gb and now can only get 8Gb for the same cost Visitors/friends on non-Telstra plans get no reception. Can't watch iview. etc etc	5/29/2015 9:36 PM

Broadband Survey

38	Slow connection speeds are restricting growth of the farm business - there is things we'd like to be doing online regarding banking, investment marketing & research and we are at a competitive disadvantage the slow speeds mean we drop out and just cant do things others with better speed can.	5/29/2015 5:10 PM
39	frustrating speed	5/29/2015 3:58 PM
40	The NBN is great.	5/29/2015 10:13 AM
41	Seems problem is overloading of 3G tower. When power failed recently for 20 hours, this forced landline users to use mobiles. Resulting o'load on 3G tower meant internet was useless for whole day (and also v limited mobile accessibility). We considered changing to NBN satellite but local users say the same overloading problem is occurring on NBN and it is now no better than 3G. Do you have any better suggestions???	5/29/2015 10:12 AM
42	Frequently drops out	5/29/2015 9:31 AM
43	I am not in an NBN area, I can't get an upgrade to my satellite because all funds previously set aside for isolated connections has been re-directed to the NBN, my best/sometimes only option is to use my mobile phone, while using my phone service antenna, and pay high rates. feel like a second class citizen because I work and live in an unpopulated area.	5/28/2015 8:57 PM
44	It is VERY slow and unreliable. Plan keeps being reduced from 100G to 50G now 45G. More satellites PLEASE!!!	5/28/2015 7:40 PM
45	Connectivity seems reasonable but expensive. Currently on 15 GB a month costing\$89.95. Will cost at least \$130.00 to get higher monthly data.	5/28/2015 7:32 PM
46	We have experienced difficulty with our 3G internet for many years, resulting in many discussions with Telstra. The situation is not getting better. I have tried to contact the NBNC to make them aware of our poor internet service availability but have not been able to get any meaningful contact. The only response I get is to get check the roll-out map! We are still not on it! It is already a business impediment and it is getting worse as technology gets better and more dependent on good, reliable, affordable, fast internet.	5/28/2015 1:06 PM
47	The maximum amount of data I can get for the home per month is 4G (at \$12.50 per gig) which I think is absolutely ridiculous! Most people I know get 200G to 500G of data per month and pay less for that amount than I do for 4G.	5/28/2015 12:14 PM
48	We would use a lot more if access was better and data not so expensive.	5/28/2015 11:58 AM
49	Some days I have no access at all via my 4G modem!!!! This makes running my business very difficult seeing I rely on internet banking and a cloud based accounting software package.. If I have a day where there is no internet service or it is so slow that the server times out, I cannot pay bills or do my book keeping. This can happen up to 5 days a week!!!! We were wanting to put a cow tracking system into the dairy, but it would be a waste of money at the minute if its only going to work a couple of days a week. I also have a daughter in year 11, and she has had to go to school with her homework incomplete because of the lack of service!!!! Its a joke, we only live 30 minutes from SHhepparton and 25 from Echuca, yet the service I get I might as well be west of Alice Springs!!!!!! Telstra should be ashamed of them selves as the mobile phone service is not much better!!!!!!	5/28/2015 11:17 AM
50	poor coverage inside house	5/28/2015 11:11 AM
51	We are becoming extremely limited within our business due to unreliable and slow internet. We have a lot of computer programs which we are unable to use to their full potential due to the internet, and any that are cloud based are unusable which puts us behind our competitors. We would consider relocating our business to an area better serviced if it was a possibility.... it is extremely difficult to get any help with regards to this issue, and we have tried continually over the past 8 years. Can you please help us to somehow access better service??	5/28/2015 11:00 AM
52	Recently tried to book tickets online but was unable to due to time outage of site, rang my son in Ballarat and over the phone he was able to access the same site and complete the transaction while I continued to time out.	5/28/2015 10:37 AM
53	Due to the way towers are positioned in our area, we have no option of having ADSL connection, only wireless. Also, the only 2 providers in the area are Telstra and IINet. not much of an option , very limited data (max. 25GB) and very expensive.	5/28/2015 10:19 AM
54	hopefully NBN will be a lot quicker and cheaper.	5/28/2015 10:05 AM
55	Internet speed is much too slow for Skype or streaming. Downloading movies out of the question although Youtube works sometimes. NBN was not bad when we first connected but poor now.	5/28/2015 10:00 AM
56	NBN is available in our area but we can not get it. We are there for left with on option but a slow expensive unreliable broadband. We should be able to get the same amount of data for the same cost as someone who can get NBN Evan if the system is 3G	5/28/2015 9:58 AM

Broadband Survey

57	Package price between town and rural areas seem to be extreme between delivery methods. NBN is promising a lot and if their claims are to be believed are our best option to get decent internet at a resonable price	5/28/2015 9:30 AM
58	We only use wireless as we are on a long phone line spur that cannot deliver broadband a service	5/28/2015 8:52 AM
59	intermittent at best, can only use at certain times of day. when compared to ASDL i am getting ripped off	5/28/2015 8:28 AM
60	Wireless loses connection several times a day. Forever turning modem off and on to reset it.Maximum amount of data we can buy a month is 15GB. So frustrating.	5/28/2015 7:19 AM
61	The speeds are based on my home adsl, still slow but business satellite is slower and is getting slower	5/28/2015 1:34 AM
62	Far to expensive for the speed we receive.	5/28/2015 12:14 AM
63	Reasonably happy with the speed, but could be better. We are 2.75 Km from the telephone exchange.	5/28/2015 12:08 AM
64	Losing the capacity from Telstra as provider of last choice, we have no landline. The change by the Government mid 2014, meant we could not get a broadband plan, only satellite at an exorbitant price. So we have continued to use our WiFi 4G mobile modem. 7Gb for \$50 per month. We have to carefully monitor our phone and data usage all the time.	5/27/2015 11:42 PM
65	Satellite is all that is available to us and it is slow and expensive when compared to other broadband options. NFF is also aware of this issue.	5/27/2015 11:28 PM
66	We can only currently use wireless and depending on usage on the tower and weather we will a level of service. The costs with that are high compared to ADSL user in town and our data monthly allowance are so small for that cost.	5/27/2015 11:22 PM
67	Slow, drops our often	5/27/2015 11:03 PM
68	Not enough data per month and way to expensive.	5/27/2015 10:50 PM
69	NBN are useless. I have tower nearby but they refuse to connect	5/27/2015 10:42 PM
70	We have wireless broadband which is very expensive because apparently its transportable. We don't have the option of ADSL, cheaper internet and faster speeds because we couldn't get a "land line" when we built our house. Our internet is limited to browsing because we can't download movies - internet is too unreliable and plans too expensive because its wireless.	5/27/2015 10:17 PM
71	Each time I ran the test, the results varied considerably.	5/27/2015 10:10 PM
72	It is slow	5/27/2015 10:09 PM
73	we have applied for adsl numerous times, but have been advised that all the ports are exhausted. We have to pay high price for internet and provider will not match the price or speed our neighbours are getting. They can not offer anything else. We are extremely disadvantaged with the speed and cost compared to those in Melbourne	5/27/2015 10:05 PM
74	It is unbelievable that there is no adsl option available to us. Wifi is expensive, slow, and restrictive - totally archaic!	5/27/2015 9:16 PM
75	Our satellite dish needed repairing a couple of weeks ago and as it is out of warranty it cost \$784 for the repairs.The technician also told us that our internet speed is 20 times slower than normal.We do not have mobile phone service at the house and rely on the land line for communication but many people don't understand that there are regional areas that do not receive mobile phone coverage and they continue to try and reach us on the mobile which means we often miss out on important information.	5/27/2015 8:53 PM
76	Couldn't get into speed test as my iPad doesn't have the latest iOS. WiFi Internet ltd to 15Gb as infrastructure won't allow more. Cost? \$109 p/m!!!!!! Anyone with ADSL gets unlimited for 1/4 the cost. Mobile service non existent unless you have a Smart Antennae AT A COST!! In the paddocks?? Haha!! No service! Rural disadvantaged big time.	5/27/2015 8:30 PM
77	It varies a lot Tried to download got 3/4 way through then run out of time It is pathetic .	5/27/2015 8:22 PM
78	Service through Telstra landline ADSL is both lousy and unreliable. NBN is not available and Broadband phones drop out every call.	5/27/2015 8:07 PM
79	I live 90 minutes from Melbourne, between Kyneton and Heathcote near Mia Mia and have patchy 3G voice coverage, patchy 3G SMS coverage and minimal 3G data coverage. Cannot get NBN Wireless Broadband at my property.	5/27/2015 7:43 PM
80	new NBN system doesn't seem any quicker than the old wideband system we had.	5/27/2015 7:38 PM

Broadband Survey

81	Sometimes takes a long time to connect and is very slow, particularly during peak times.	5/27/2015 6:48 PM
82	I have increased the plan and seem to always go over the limit yet I am using it far less. Seems that the Gigabites have shrunk in size. In the past I could use the internet quite a lot and never go over the limit. Not so anymore.	5/27/2015 6:41 PM
83	Highly variable speed, good at 5.00am	5/27/2015 6:33 PM
84	ADSL via Telstra continually dropped out and slow. We moved to DCSI Wireless as soon as available.	5/27/2015 6:16 PM
85	We have exhausted our complaints through Telstra/Bigpond Faults, and the Telecommunications Industry Ombudsman. We have internal 'smart antennas' and an external 'yargi' antenna to no affect. The signal is weak, slow, congested and Telstra inform us that we are in a 'non commercial' area and they have no plans to either improve the wireless signal or to upgrade our 'legacy' telephone exchange. No such thing as ADSL in the Indigo Valley.	5/27/2015 5:43 PM
86	We have a farm business that covers several sites. We can only get tower internet from one site. The others can only receive mobile phone internet which is slow and unreliable. We have alarms and computer systems that rely on internet to alert us to animal feeding and emergencies the internet affects how well we can respond to these alarms. We could also stop having a person on call 24hrs if we had reliable internet.	5/27/2015 5:36 PM
87	Ours drops out for hours at a time. one of our properties has taken 4 months to get a connection (still not done) stay tuned.	5/27/2015 4:59 PM
88	Appear to be just outside the area, which will benefit from the NBN.	5/27/2015 4:31 PM
89	I have been with activ8 for 8 or so years and the longer I have been with them the worse their "service " has been. I am supposed to be on the Nbn satellite, what a joke.	5/27/2015 4:20 PM
90	As our broadband and our mobiles, there are places on our farm which are inaccessible to the connectivity. This means that our broadband to laptops sometimes do not connect.	5/27/2015 4:16 PM
91	Yes. The upload and download ratings are not totally accurate as the rates fluctuate dramatically according to the time of day and weather. In fact we keep exercise equipment next to our computers to exercise whilst we are waiting. Drooping out frequently happens particularly when doing bank work on line.	5/27/2015 4:14 PM
92	it is slow it and the moible phone service is very poor can't get it only in certion places on the farm	5/27/2015 3:54 PM
93	Telstra wireless connection is faster than Activ8 satellite. Been advised by Telstra that other service providers often split 16 channels into 32 and 64 which slows connectivity. Speed better early morning and late evenings indicating system is overloaded. Had wireless speed improved recently when Telstra tech support rebooted modem.	5/27/2015 3:43 PM
94	No broadband yet	5/27/2015 3:41 PM
95	Telstra is shit, service, speeds, data packages & costs. As we live in a valley, only 40km from Geelong, we don't have access to any other major ISP's and no ADSL or NBN. Hostages to Telstra who won't do anything to help	5/27/2015 3:35 PM
96	Just very slow and very limited	5/27/2015 3:32 PM
97	I feel country people are being charged way too much for the amount of data we are able to download, compared to city people we are very disadvantaged.	5/27/2015 3:25 PM
98	We will be connecting to the NBN broadband in the very near future.	5/27/2015 3:24 PM
99	My son, who lives in Melbourne, often complains re our internet speed, but after having dial-up, ADSL is much quicker. Just occasionally, it gives me grief, especially when my husband wants me to find something quickly!	5/27/2015 3:23 PM
100	Suffer from repeated drop out of our internet connection - sometimes on a daily basis. Have to reset the modem which could take 30 mins before a full connection happens. When working, all is fine.	5/27/2015 3:15 PM
101	That the most I can access is 25 @ a cost of \$125-150 a month	5/27/2015 3:14 PM
102	We have had to buy a Yagi aerial and Telstra amplifier/repeater to get a mobile signal into our home this cost was ours and was close to \$1000	5/27/2015 3:09 PM
103	Please improve!	5/27/2015 3:04 PM
104	variable speed dependent on time of day. use 3g modem as no suitable landline exists Plans are restrictive on 3g and data allowance flat and capped at 15gb month for 3 years.	5/27/2015 3:03 PM

Broadband Survey

105	Internet service is too unreliable too slow not enough data and too expensive. Mobile coverage is patchy resulting in loss of service unable to operate basic business functions required to efficiently run and maintain a small business.	5/27/2015 2:58 PM
106	We have tried satellite and wireless before joining NBN wireless. It is faster than the old services but consistency of speed is not as good as promised. We have direct line of site with tower with no trees to disrupt the signal but we still have signal failure and drop outs.	5/27/2015 2:42 PM
107	With 3 teenage children in the house, Internet is vital to our lives. We all need it for learning, homework, pleasure and business. Ours is ok but can often be slow.	5/27/2015 2:40 PM
108	I am very disappointed that the maximum plan we can get is 15Gb per month. With 2 teenagers in secondary school, who need to access the internet for school, as well as internet banking and communications needs of living and working in a rural area, and running a business in a rural area, 15GB per month is easily used up, and then our internet connection is slowed and it makes it nearly impossible to conduct business for the rest of the month. We have no choice of providers here, and do not look like getting NBN anytime soon.	5/27/2015 2:40 PM
109	It is very annoying having to restart the modem several times per day	5/27/2015 2:39 PM
110	We got what we voted for I suppose. We need to have broadband, and we are being ripped off in the country. My children get amazing deals at very low costs in Melbourne and internet and the associated productivity are not an issue for them.	5/27/2015 2:30 PM
111	While the package we have is cost effective, the data quantity adequate and the Aussie Broadband technical support excellent we find the inconsistent speed (upload and download) and frequent connection difficulties frustrating and often a significant imposition to our business when internet banking, website production, email sending (especially with attachments) is compromised.	5/27/2015 2:29 PM
112	All this money is being spent on upgrading city and major towns internet that is already at adequate speeds. Because we don't have access to Adsl we have to pay exuberant prices for wireless with very little data allowance. Yet people who already have Adsl are getting upgraded to mhm. I just doesn't make sense.	5/27/2015 2:16 PM
113	Sometimes it just stops, no data.	5/27/2015 2:16 PM
114	I live in Newborough - farm is adjacent, area is well supported but phone lines are old hence the slow speed.	5/27/2015 2:15 PM
115	Even the smart antenna telstra gave me doesn't help Internet speed. I could walk into town to the bank quicker than internet at time.	5/27/2015 2:12 PM
116	over recent months sometimes speed is very slow not sure why. with our buisness having 3 internet connections it becomes very expensive especially if onegoes over allowance unused data isnot credited on other connections	5/25/2015 11:33 AM
117	Very unreliable & unpredictable! Disappointing is an understatement.	5/25/2015 7:50 AM
118	Speeds are very variable related to the time of day, and day of the week	5/23/2015 5:47 PM
119	It is rediculus that you have to use satellite to connect to internet and even worse that basic phone service is so poor and outdated in so many rural areas in australia	5/23/2015 3:24 PM
120	it worked fast when it was first hooked up and gradually slowed down at times dial up would be faster	5/22/2015 9:04 PM
121	Sometimes it is very fast and other times extremely slow. internet and landline are bundle	5/22/2015 5:51 PM
122	No	5/21/2015 12:59 PM
123	We have the NBN Dish and it is hopeless. How can you run a business in this day and age with snails pace! We have to do our Banking after 11pm at night, otherwise can't do it. Mobile Phone reception, we have to go out to the back paddock to sent text messages!	5/20/2015 11:22 PM
124	Lousy! Just like the mobile phone coverage.	5/20/2015 4:23 PM
125	Has jmprved markedly recently, after being very poor.	5/19/2015 10:10 PM
126	Reliability is getting slower	5/19/2015 3:35 PM
127	Currently residing in Donald as we are doing renovations at the farm and therefore the download and upload is much quicker here than at farm. We often have problems with the internet dropping out and we often go over our allowance as we need it for the farm and secondary students with homework and need for internet access. Very frustrating!	5/19/2015 1:07 AM

Broadband Survey

128	Out where we live I can not get any internet or a provider to supply I use my iPad I'm desperate to connect the Internet at home please help	5/18/2015 9:21 PM
129	The connectivity is usually okay, but there are massive blackspots. There are only certain places in my house where I can make phone calls. Depending on the day will determine whether I am able to download things with reasonable speed and how many goes it take to download.	5/18/2015 7:41 PM
130	I run an IT business, and find that most people outside of larger towns have the same problems: Slow, unreliable, expensive, internet with poor data limits. Pricing issues aside, Satellite internet services are unsuitable for many business applications due to the delay involved in sending the communications via space. This will be the case with the NBN Satellite too, once it happens. I do not believe that the NBN is going to help many people in rural and remote areas, as there will be an insufficient number of wireless towers, with only a 14km maximum range. Because of this, I am investigating setting up my own Fixed Wireless Internet service, with the aim to cover mainly areas that will miss out on NBN wireless. I am still trying to determine it is viable. I will be in contact if I decide to proceed. Happy to help out with anything if I can be of assistance somehow.	5/18/2015 7:04 PM
131	I am the local rsd postie. I drive 230 Kms a day. 5 days a week. The phones are out of service for most of that time. Some places u can text. But not ring. This is pafetic service.	5/17/2015 11:21 AM
132	I had reasonable internet connection on ADSL for nearly 10 years. In the last year the service has become so poor it has effected how I can work at home. I have spent money to change all equipment at telstras suggestion with no difference. There service workes have been unable to identify why speeds are so slow in the home.	5/17/2015 2:00 AM
133	I run a small engineering business servicing horticulturalists. slow overpriced internet severely limits our ability to build our business and provide the service that our customers need.	5/16/2015 9:45 PM
134	I have been advised that a 4G device may help.	5/16/2015 9:17 PM
135	Extremily slow during the evenings No service for my laptop unless I plug into the Telstra provided outside higain antenna on the roof of my house Absolutly NO mobile phone service here /disgracefull in this day and age	5/15/2015 10:55 PM
136	generally ok have had some issues with router but pretty well sorted now. DCSI has been pretty good about help.	5/15/2015 9:51 PM
137	Too slow and drops out regularly	5/15/2015 6:45 PM
138	Telstra maps say we have excellent coverage but that is a FARCE! We can't get ADSL, wireless drops out a lot, and the satellite is OK at times but we can't increase our download allowance until a new satellite is launched and are running out within 2 weeks. Shaped internet is horrid. Trying to see if we can improve wireless connection as a last resort. But doubt the coverage will improve.NBN Fixed wireless will NEVER make to our area - told by Telstra rep Wednesday. Any brilliant solujtions??????	5/15/2015 5:48 PM
139	no	5/15/2015 5:30 PM
140	Need better reception at Jarklin	5/15/2015 4:53 PM
141	terrible and Telstra keeps saying to keep calling but no upgrades are given. We are only 9 km from town yet have no access to ADSL nor Cable nor NBN!!! it's frustrating	5/15/2015 4:03 PM
142	Too expensive for the data allowance. Windy conditions disrupt service. Feel that we are disadvantaged by living on the farm, compared to service available in towns.	5/14/2015 9:51 PM
143	Telstra modums are crap	5/14/2015 5:00 PM
144	Good to see you are doing this because we feel we are being left behind in business and socially due to our poor internet service!! I don't watch movies because it is too unreliable and would take all our download but have done the odd webinar.	5/14/2015 11:50 AM
145	Far too expensive and as websites get 'bigger', those of us with limited GBs are even more disadvantaged.	5/14/2015 11:35 AM
146	Satellite connection will not function at all during busy periods e.g. weekends / school holidays. Activ8me technicians advise that the satellite is oversubscribed. This situation did not exist 3 years ago when it functioned well.	5/14/2015 10:55 AM
147	One test of speed only gave download of 0.68Mbps and upload of 0.12Mbps then dropped out. The figures given above were on another day	5/14/2015 10:17 AM
148	We need NBN	5/14/2015 9:10 AM

Broadband Survey

149	I have been to the TIO over the slow and unreliable service provided. Telstra have told me the transmitters in the area are congested and they have no plans to upgrade them at this stage. They regard this complaint as 'resolved'.	5/13/2015 11:24 PM
150	Some people in our area who have been able to convince a carrier ie Active 8 to come out and test reception have been able to get the NBN even though telestra say it's not possible according to their mapping. We all need to be given the opportunity to test if it's possible to receive it particularly when it cuts of Close by.	5/13/2015 10:29 PM
151	The NBN Wireless is excellent for those who are lucky enough to be able to receive it. The ones who really need it are the same ones who are too far out of town to get ADSL. The NBN will not transmit more than 14 kms from the tower. If you are any further away it is bad luck. We are lucky we can still get Wireless from the Telstra network but it is frightfully expensive s for very little Megabites. We pay \$99 for just 15 megabytes. If you can get NBN Wireless it is as cheap as \$79 for unlimited megabytes. ADSL is the same. Unfortunately the rollout of the new super dooper NBN hasn't catered for the ones who need it most - the ones who can't get ADSL. NBN are bringing out a new Satellite service but previous experience with Satellite suggests it is very inferior to ADSL or Wireless NBN. If anything comes out of this survey, you could suggest to NBN Co that the equipment they are using needs to be able to transmit data for at least 30 km's not 14. It is discrimination against country people. Thank you for reading my comments.	5/13/2015 10:28 PM
152	Low data allowance for high price and heaps of can not load page	5/13/2015 10:07 PM
153	Why can't we get broadband as the wireless internet access here is very unreliable for what we pay	5/13/2015 10:06 PM
154	Compared to city & town people I think country people are being charged way to much, for the amount of data they receive.	5/13/2015 9:46 PM
155	Far to slow, drops off frequently. Mobile Phone no service Its about time country people received some support as we rely on phones and internet for our business	5/13/2015 9:29 PM
156	It is slow, especially at certain times. Our mobile coverage is pathetic	5/13/2015 6:50 PM
157	VERY POOR AND SLOW.	5/13/2015 5:52 PM
158	connectivity, particularly in relation to mobile devices varies greatly across the LGA and locally for farmers across their properties creating significant issues in this era of greater technology based farming.	5/13/2015 5:13 PM
159	I use a windows phone not Android and there is no option for that in this survey - We should have connectivity of 1,000mps and I currently have just under 2 and a lot of people I know think I am lucky - Most people don't get the economic benefits that could be derived if we had world leading state of the art connectivity and most people are satisfied with just the next level to what they already have. We need the best or we will lag behind in development - Yes we need the best available!!!!!!!!!!	5/13/2015 5:04 PM
160	We are on the Interim Satellite Service. It has broken down. We have to wait till proper NBN satellite or WiFi to be back to normal. That can take a year. In the meantime, the ISS is still earning money through us without giving the required service.	5/13/2015 2:20 PM
161	It is awful and very difficult to know which plan is suitable. City people have great deals and we are stuck with expensive ones. We are holding out hoping that something better may arise?	5/13/2015 1:41 PM
162	mobile phone coverage is crap for both optus & telstra	5/13/2015 9:38 AM
163	My partner is renting an office in town because the speed is not fast or reliable enough to run an online business	5/13/2015 12:00 AM
164	Mobile phone service is very very limited therefore it seems that broadband will be a long time coming	5/12/2015 11:33 PM
165	One question not asked in the survey is how much data we purchase per month. We pay \$105 for 15 Gb. We have been advised by both Telstra & NBNCo that our area will never have wireless NBN and that only Satellite will be available. We have used Satellite before & will not use it again - also from what we understand, the pricing & data will not be much different to what we currently get. We would love to be able to download movies, use a 'Smart' TV, allow our university kids to watch their lectures & download notes when visiting home and Skype relatives, but our data does not allow for this. We fear that as NBN is fully rolled out - we, the 2% not covered will not have the data to keep up with technological communications & increased data requirements of the future.	5/12/2015 10:42 PM
166	5 mins, try about an hour. Are we EVER getting the NBN in Manangatang? Connecting fine, it's just slower than a wet week. Complete waste of time trying to watch/listen to anything online - can't be done at my speed, which was the best I could get when ADSL became available here.	5/12/2015 9:44 PM
167	unreliable and slow	5/12/2015 8:20 PM
168	It is unfairly slow with prohibitively small data available for the cost	5/12/2015 7:05 PM

Broadband Survey

169	My internet was not good enough to log on and complete speed test	5/11/2015 10:32 PM
170	Extremely variable - sometimes fast, often slow	5/11/2015 9:30 PM
171	POOR MOBILE RECEPTION	5/11/2015 9:26 PM
172	internet connection is ok for general browsing but struggles with skype and is slow for net bank and poor video.	5/11/2015 7:35 PM
173	only rare mobile phone reception available. need connection to roof aerial for computer wifi reception. not available throughout house.	5/11/2015 5:57 PM
174	The 15 gb doesn't last very long for the amount we have to pay	5/10/2015 7:56 PM
175	Despite weekly phone calls to Telstra, they cannot/will not do anything to improve service. Being 70k's from cbd Melbourne and we still can't get reliable internet.	5/10/2015 4:02 PM
176	Our area of Murrindindi Shire is poorly served with signal strength. 3G USB device barely works. we take the iPad to a special tree to get some signal! Central Taggerty has good signal strength. We are too far from the exchange to have ADSL connected we have been advised. Have had Ipstar, but stopped working noe USB Dongle from Telstra	5/10/2015 3:49 PM
177	Don't know when we will be able to access NBN	5/10/2015 3:04 PM
178	Have now been forced by Tax Office to complete BAS online, which can time out . Only 11 kms away in town ,people who can get ADSL get heaps cheap , wish we could get it . Being regional is a real disadvantage !	5/10/2015 2:24 PM
179	We have no option but to use satellite because of our extremely poor mobile phone coverage. If something could be done to improve this we would be happier	5/10/2015 1:25 PM
180	Sometimes good, sometimes slow, sometimes not connected.	5/10/2015 9:40 AM
181	Hopeless, sometimes won't connect. Can take a very long time to connect to websites. Mobile phone very patchy, got to be in the right place to work. Very bad for business.	5/9/2015 11:42 PM
182	Using smart phone for this survey. Mobile broadband is unreliable. Conducted speed tests over school holidays and when the page did not time out, the download speed was 12kbps. Could not even do banking. Having survey monkey is not a great medium for this survey because it is contingent on having internet access to complete	5/9/2015 10:06 PM
183	It works adequately during off peak times but becomes very slow in peak times. However it is so slow compared to the city where we could get ADSL.	5/9/2015 10:00 PM
184	It is adequate most of the time, but is more expensive and slower than you find in the city etc.	5/9/2015 9:50 PM
185	Any minute now would be good !!!	5/9/2015 8:19 PM
186	I am not very computer literate but we suffer from black spots which means I do not use my mobile very much.	5/9/2015 6:19 PM
187	Too expensive for too little. No info on when or if we will ever get NBN.	5/9/2015 2:28 PM
188	did not do speed test as doing survey from ADSL in Bendigo. comments on survey relate to internet availability on the farm. the internet thru the 3G is usually ok but slows when congested. When working well not much different to the ADSL avail to us in Bendigo	5/9/2015 1:43 PM
189	we pay around \$50-\$60 per month for 8 gig of data. We are 500metres too far from the terminal. There are four of us in this household and it is very frustration.	5/9/2015 11:16 AM
190	Sorry i could not give you my download speed as I am away from home at the moment	5/9/2015 1:26 AM
191	Slow, Drops out...	5/9/2015 12:01 AM
192	It's dreadful. NBN modelling suggested our farm could receive fixed wireless NBN, but tests onsite found the signal was far too weak. No solution available.	5/8/2015 11:29 PM
193	Works well.	5/8/2015 10:02 PM
194	Extremely poor	5/8/2015 6:24 PM
195	Telstra must put 4g right thru Melbourne to adelaide. It's all the social network traffic that's clogging it up	5/8/2015 6:12 PM

Broadband Survey

196	The combined cost and slow speed limits the use I make of the internet. I do use it for business reasons on behalf of my parents who are VFF members, as well as personal use. We needed to install two different antennas to get the service we have. The Telstra SmartAntenna was expensive and is only 3G compatible but there is little likelihood of an upgrade to 4G here. I have recently had to replace the wireless modem and that has been an unpleasant surprise. It is battery operated, but does not even last 24 hrs on a single charge. It is exasperating to be having to attend to it so frequently. If they had told me how often I would need to reconnect/recharge I'd have probably just used my iPad's hotspot capacity and purchased an AirPrint capable printer.	5/8/2015 5:09 PM
197	good speed in middle of night	5/8/2015 4:51 PM
198	The whole of the Willow Grove exchange needs upgrading. Everybody in the community is experiencing internet & telephone disconnections and problems and Telstra are in Willow Grove on a weekly basis fixing lines for people. There is also a new Housing Estate being established and the exchange doesn't have enough room for more telephone lines. Telstra keep turning a blind eye to the issue. Us country bunnies need the internet more than the people in town and in the city!	5/8/2015 3:18 PM
199	I have NBN satellite internet which is not capable of transmitting any Video program. I would have thought that with all the hype on the quality of NBN the service should be much better. Mobile phone reception is one bar.	5/8/2015 2:30 PM
200	We find it satisfactory.	5/8/2015 2:16 PM
201	Just I cannot to internet sometimes, maybe for two or three days in a row	5/8/2015 12:06 PM
202	Currently on two 3G plans, one for mobile phone and one for home. Only reason it works well at home is because I had to install a telstra smart antenna (cost of \$800) otherwise service would be poor. Hopefully can get nbn fixed wireless later in the year where plans seem to be better. Cheers	5/8/2015 12:03 PM
203	Phone connected to NBN modem but it occasionally cuts out even though internet still works	5/8/2015 11:12 AM
204	The speed test took nearly 10 minutes, so I didn't finish it as it was taking toooooo long!!	5/8/2015 10:46 AM
205	Would enjoy down load speed being a little better varies during the day	5/8/2015 9:36 AM
206	Satellite provider states that the Aust Gov. does not allow them to offer same speeds as the NBN will provide !	5/8/2015 9:30 AM
207	Most days can't even log on let alone do a speed test.	5/8/2015 9:25 AM
208	blackspots with extremely poor mobile coverage in the are north of Stawell and north of St.Arnaud are a barrier to business and unfair on residents. Connectivity has become an essential service as the world moves to cloud.	5/8/2015 8:29 AM
209	Question 9. I use a Nokia Lumia Windows smart phone.	5/8/2015 7:49 AM
210	We cannot access a mobile phone service provider at our house. If we could we would be able to select a mobile and broadband service which would save us money rather than paying \$50 for 4gb. If we had faster download speeds we could access books, films and other entertainment we at present have to drive 5 hours to access in melbourne.	5/8/2015 5:55 AM
211	Our business is increasingly being impeded by the further reduced speed and service of mobile coverage and internet. We used to have significantly better coverage in the "bagphone" days. We cannot use netbank and basic safety issues are now of great concern. In the last 3 months have spoken to 16 telstra consultants and been on the phone to them for 11 hours in total and finally extracted an admission the kerang tower is now grossly overloaded. I was promised this would be addressed by the end of April. No change at all! We are now exploring legal avenues regarding gross misrepresentation of coverage. Cheers	5/8/2015 2:05 AM
212	99% of telstra employees dont even know fixed wireless broadband exists. whilst fixed wireless broadband is an acceptable service it is ridiculous that we pay the same amount for data as those using 3G on mobile data, but we can only access the service via a large fixed aerial and have none of the benefits of mobility.	5/8/2015 12:53 AM

Broadband Survey

213	Without reliable & reasonable connectivity agricultural businesses and progress is severely limited. These limitations showcase the widening gap in technology and innovation between the internet 'have's' and 'have not's, they will only increase over time from here forward. Some of our own issues include: limiting RFID technology gains & full use in managing sheep; limiting access to online & realtime support for technologies; utilising drone technology; internet buying and selling of livestock; marketing ourselves via the web & social media; responding to clients efficiently, effectively & timely & potentially using video clips to showcase animals; upskilling & lifelong learning; OH&S on farm; accident & emergency contact ability on farm; pursuing post graduate online studies; future access to medical advice & diagnosis in rural areas; simple access to meetings held via Skype or other online platforms; increasing costs of transport, time and access to information/ products/ services to compensate for the lack of internet access on farm/ at home; inability to shop online efficiently; inability to research online efficiently; inability to maintain easy peer contact via cheap online technologies, especially for overseas or interstate peers...that's just a start! I have also written a personal paper on this subject for the NBN Senate Select Committee (Feb 2014) and the again for the Ag White Paper (April 2014)! - if it's useful.	5/8/2015 12:04 AM
214	We can see the new NBN tower but we can't access it due to the terrain. I often drop out whilst paying my bills online. Oh, and text me - don't call.	5/7/2015 11:53 PM
215	Too slow and too congested especially during day on 3g network. Too expensive when compared to what is on offer to city customers on adsl	5/7/2015 11:30 PM
216	Can only access wireless broadband very expensive for the amount of data.. \$60.00 for 8gb.	5/7/2015 11:13 PM
217	how about asking about poor phone reception also!	5/7/2015 10:59 PM
218	despite being close to a NBN tower they refuse to connect me	5/7/2015 10:52 PM
219	Cannot work speed out	5/7/2015 10:39 PM
220	my mobile dose not work at parts of the farm including the kitchen table	5/7/2015 10:27 PM
221	very slow	5/7/2015 10:12 PM
222	Huge number of black spots in mobile coverage across Victoria because multiple carriers do not share coverage from towers. Compared with China while travelling in remote areas there were no black spots.	5/7/2015 9:59 PM
223	Unreliable and inconsistent connection speeds at different times of the day. The cost of 3g/4g plans is very high for small amount of data (4gb is \$35 per month) this data allowance is only enough for basic internet browsing, banking and email. unable to use cloud accounting as internet connection is unreliable	5/7/2015 9:53 PM
224	need better mobile phone coverage to make the area safer & bring us up to the standard of 3rd world countries. cheaper phone, mobile & internet at better speed	5/7/2015 9:53 PM
225	For the same price, in town the Internet is much faster, doesn't drop out and is ten times the data	5/7/2015 9:50 PM
226	The one minute speed test stopped after 12 minutes.Mobile phone and internet services are very poor in this area.	5/7/2015 9:17 PM
227	speeds vary often but do not receive the speeds we are suppose too and is extensive and not a capped limit, and do often receive drop outs.. .	5/7/2015 8:59 PM
228	I may have checked the wrong box ie supply type we have NBN satellite which is hopeless i recently rang my provider to down grade my plan from 20gb as i would never be able to achieve this amount of data download at the current speeds and was told the new plans were max 10gb due to some fair usage ruling from the NBN and the difference was 10 bucks so i left it but found the fair usage bit rather amusing considering we can sometimes barely open an email and online banking is simply out of the question, let's hope the new birds they are sending up boost the damn thing. i spend half my time in Melbourne with work and it's driving me nuts	5/7/2015 7:46 PM
229	Sometimes it is slower than other times	5/7/2015 6:58 PM
230	It drops out regularly, very annoying when in the middle of internet banking or when using accounting software such as ZERO.	5/7/2015 5:58 PM
231	Where we live, no broadband available. No mobile range. We do have satelite connection, but this not available in our area any more. We have a rental property, no broadband internet or mobile, so we can't rent because they all want these facilities. So an empty house.	5/7/2015 5:23 PM
232	Tired of it not working at night and having to pay so much for so little just because we live in the country.	5/7/2015 5:01 PM
233	lack of good reliable reception all the time	5/7/2015 4:56 PM

Broadband Survey

234	Have made many complaints to Telstra about our internet speed as mostly we can't get speeds above .6Mbps. They say the exchange has too many customers on it and is too far away from our property. Highly frustrating	5/7/2015 4:51 PM
235	We currently can only access 27GB and it costs \$130 per month. For the same price in Melbourne we would get 500GB. Trying to run our businesses from here is almost impossible - we have 40 employees and all accounts/wages are done via the internet. We run out of bandwidth every month and we are very careful in the way we use it (no watching of movies or downloads of games etc).. It is simply not adequate (or equitable). We cannot access ADSL as the local exchange is not upgraded to cope with it. We are 8kms from the Twelve Apostles and during summer when it is busy, the signal completely disappears for the entire afternoon - both internet and phone service.	5/7/2015 4:43 PM
236	fickle at times. Cheaper mob broadband offers available but difficult to shift based on so much linked to bigpond email	5/7/2015 4:06 PM
237	I can't get a mobile service in my home at all and slow access to Internet that drops out. Can't access the wifi in other rooms either	5/7/2015 3:49 PM
238	it is terrible but do not have other options	5/7/2015 3:19 PM
239	No coverage for Mobile Phone , Internet extra slow very frustrating for country people.	5/7/2015 3:09 PM
240	We don't have Broadband as yet	5/7/2015 2:53 PM
241	absolutely disgusting	5/7/2015 2:23 PM
242	we had new equipment installed last year due to compulsory upgrade-it is no better than the previous equipment and more expensive but we had no choice	5/7/2015 2:18 PM
243	Plans for internet very expensive for very little data download compared to local towns nearby who get unlimited data for the same as I am paying for 8 Gb. Mobile reception useless, minimal service so only on prepaid credit. Telstra does really nothing to improve the discrepancy between rural and town services. No point changing as no-one else is any better. Live between Boort and Kerang. Very difficult to run business if someone contacts you on mobile	5/7/2015 2:16 PM
244	Wireless is very expensive compared to adsl or nbn. The nbn is on very go slow roll out.	5/7/2015 2:15 PM
245	Line faults-very slow to attend and repair faulty line adequately. Initially tried to bypass the faulty line but eventually had to dig up and replace faulty line. Two lengthy periods in the past year without service, the first being 1 month without service, the second approx. 10 days. Landline & internet both out, just a patchy mobile service. Driving to nearest town for internet & email-VERY FRUSTRATING.	5/7/2015 2:14 PM
246	I didn't do broadband speed test cause I'm in Melbourne right now and it would be much quicker than hone.	5/7/2015 2:00 PM
247	Connecting and speed is issue that needs to be addressed	5/7/2015 1:59 PM
248	our home phone bundle does not include our mobiles, they are on separate accounts and coverage for them is pretty average. One is with Telstra the other with southern	5/7/2015 1:51 PM
249	Recently got NBN - which is heaps better than the nothing we had. Our mobile phone coverage here is very sketchy - lucky to get one bar in most places.	5/7/2015 1:49 PM
250	boardband on prepaid mobile is very expensive.	5/7/2015 1:36 PM
251	Need it to do business. Phone and laptop only work in one small part of the house and very patchy on the road.	5/7/2015 1:34 PM
252	Broadband is slow and frustrating, when the fibre cable runs 1.4 km from my farm house, yet it will be several years until I am connected. The bigger concern is the mobile black spots, leave home and within ten minutes it drops out and have to wait until ten minutes out of Kerang to get reception.	5/7/2015 1:21 PM
253	It's very directional in nature; it follows the highway in alignment and as such I really struggle unless I lean out the kitchen window	5/7/2015 1:12 PM
254	Shelford is a black spot area with no mobile coverage.	5/7/2015 1:07 PM
255	We are limited to the amount of internet we can get as we can only use wireless 3G. We can not use the internet for webinars as the internet is too slow and keeps stopping.	5/7/2015 1:06 PM
256	The biggest issue is that it is so variable, some days it works well at certain times of the day and others it is pretty much un-usable, pretty hard to run a business when it is just so un-reliable.	5/7/2015 12:58 PM

Broadband Survey

257	We are only able to get service from Telstra which makes it very expensive. I have lodge many complaints with Telstra regarding our poor service over the last 5 months.	5/7/2015 12:57 PM
258	I am fine at home with my wifi - (they have added a tower to my roof because of blue gums) but if I go inland there is no Optus coverage which is not good enough. CDMA worked really well - "Line of Sight" is absolute shit	5/7/2015 12:37 PM
259	NBN has made the world of difference for us. Can I please have a copy of the results of the survey?	5/7/2015 12:23 PM
260	3g broadband is possibly fast enough, though the quota is low compared to adsl plans. Though horsham has nbn fixed wireless, I miss the map foot print by say 1 km. and the greenlake exchange will most likely never have adsl , crazy since I am 15 km from the Horsham GPO. If NBN wireless was available I could get 100g of internet and home phone unlimited for 60 dollar a month. With faster speeds to boot. Maybe a special deal for country people with 3g as the only option, say larger plans , less money , mandated by law.	5/7/2015 12:22 PM
261	Telstra tested but the signal was not strong enough to connect to the national broadband scheme.	5/7/2015 12:22 PM
262	Over the years the satellite connection has become progressively slower	5/7/2015 12:20 PM
263	Our children require internet access to complete school work. This is impossible, as they are unable to connect to the school website to work on assignments & puts them at a significant disadvantage to their peers.....when coupled with a 3 + hour journey to/from school each day, it seems more than a little unfair!	5/7/2015 12:19 PM
264	No	5/7/2015 12:01 PM
265	Too slow for the amount we pay- bring us wire to home NBN!	5/7/2015 11:49 AM
266	It is our Mobile Phone and Tablet Service that is absolutely terrible. We have been promised a new tower for a number of years and it has not eventuated as yet. It is very hard trying to run a business using a mobile phone.	5/7/2015 11:47 AM
267	Inconsistent and slow	5/7/2015 11:36 AM
268	Our mobile and wireless Internet service is severely affected at peek periods apparently by extra users who visit the area, contractors and people returning home at Christmas to visit family. Our mobile coverage flutters from 2 bars to no service at all (half our farm watchem area). Unsatisfactory for oh+s and the many other requirements of running a business. Thank you for conducting this survey.	5/7/2015 11:23 AM