

MAYORS MESSAGE 459

We are being sold a pup by the National Broadband Network (NBN)

In a most unsatisfactory development, we now find that about 350 homes and businesses in the township of Ceduna are to be provided with a fixed wireless service rather than the fibre service that we were promised when the new NBN service was explained to us.

In theory this should not be a major issue because fixed wireless should provide a level of service which is better than the existing ADSL2+ one that we presently have. Unfortunately the NBN is providing a service which is performing more poorly than our existing one.

All of those to whom I have spoken deeply regret changing to a fixed wireless service, are worse off, or much more worse off, than they were. In all cases they would like to return to the prior ADSL2+ service but this option is being refused by the providers. Why on earth would NBN expect us to change to a new system which is not as good as the existing one?

To date NBN are responding by trying to spin their way out of trouble but are not addressing the serious failings of the service that they are providing. In one case the fixed wireless service is providing 8 megabits per second which is much slower than the current service. In another instance movie downloads previously taking between 3 and 5 minutes are taking 30 to 35 minutes. The speeds being achieved to date are unacceptable.

When technicians arrived to connect our home to the NBN Service they tested our existing speeds for downloads and uploads and reluctantly agreed that the speeds which they could provide were slower. As a consequence we have refused to accept the new service until it becomes a more satisfactory one.

We have made a series of complaints to NBN and remain hopeful that this serious failure will be attended to in the near future. In the interim I strongly encourage any Ceduna resident approached to sign up to a fixed wireless service to refuse to do so until the presently totally inadequate situation is fixed

We urge NBN to act as a matter of urgency to fix their existing failure.

My health.

As most would be aware I have been dealing with a health issue which required a short stay in Adelaide for treatment. I am happy to report that all seems to be well and that it is unlikely that I will require any further treatment.

Please accept my thanks and appreciation for the messages of support and good wishes from so many people. All were most uplifting and will be remembered. Special thanks to Doctor Damian who was very much on the ball.