

I write to you to seek your assistance in gaining access to the broadband internet network. I live between Lithgow and Wallerawang on what is called Tunnel Hill near the Mudgee exit overpass on the Great Western Highway. Both Lithgow and Wallerawang can access high speed broadband however we cannot. We have been told multiple times by Telstra that we are unable to get broadband due to the age of the exchange we are connected to. They have also said it is unlikely we will get broadband in the near future as upgrading the exchange just so we can get broadband is a not worth the money or the effort.

Initially they told us they could give us ADSL, work on the line was initiated so we could get it, and after three weeks we hadn't heard anything so we contacted Telstra. We were then told that the works had been cancelled, for which a reason was not given, and would not be going ahead. We then asked for more options, so they said we could get ISDN, again works were booked to? Upgrade the lines?. As with the ADSL the work was cancelled and we were not told.

After this we tried Wireless Broadband, however I run an internet business at home, as well as teach at Portland Central School and spend many ours using the internet for work each night, and the maximum download of 1gb for \$50 a month and 3gb for \$110 a month is not even close to enough. We used 600mb in 6 days during a 10 day trial, and that was being careful of the downloads and not downloading videos or music.

I am at a loss as to what to do now, I am trying to establish an online Four Wheel Drive website and business (www.the4wdzone.com) and find it very difficult to upload images, update files, carry out maintenance on the forum and do general work on the site when it takes minutes (sometimes in excess of 10-20mins if there are images on the page) not seconds for pages to load. Our connection speed is a slow 32kb/sec and we rarely get download speeds over 3kb/sec. To give you an idea of how slow it is, to download 1mb, be it a picture, video what ever, it takes 20 minutes.

I am not sure if anything can be done, but I am at a loss as broad band is essential for me, and at present work that should take 15 minutes on my website takes over and hour simply because I have to sit and wait while things upload or I need to download images for the site. Telstra has in no way been helpful, and we tried to get satellite but we can't afford it as their download limits are way to low.

People in our street (Gemalong Close) are in the same situation.

Regards, Matthew Holden