

My submission

Noel Stansell 4423 Hargraves rd Hargraves 2850
Ghil Gai Pastoral company. Mob 0402734256

Sheepcovers1@bigpond.com

My satellite Internet now about 1.5 years of age and is a slow service
incredibly slow .

Under the Australian Broadband Guarantee, a metro-comparable broadband service is defined as any service that offers a minimum 512kbps download and 128kbps upload data speed, 3GB per month data usage at a total cost of \$2500 GST inclusive over three years (including installation and connection fees).

This is not the reality at all .
320 bytes down and 40 bytes back up.

Slow to be very sure .

Voip(voice over internet protocol) is basically unusable

My ISP harbour Sat replies to my complaint that the
broadband guarantee is only theoretical.

A Guarantee is a minimum not a theory. In my
understanding of English 512 bytes down is 520 down,
not 320.

Only outdated equipment bought cheap ex USA I suppose.

So this is all I get... an inferior system second rate.
There has been many updates by Optus. email changes
to Gmail, But nothing gets any better.



Noel Stansell 1 Feb 2010