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To Whom It May Concern,

I refer to Internet Access (TOR3).

How important is access to the Internet to you now? And into the future?

I run a small business from Burbank on the outskirts of the Brisbane City Council. We develop software and have done so for major overseas companies. The software we develop is mainly Internet backends. My colleagues are scattered around the country and globe. So we use the Internet to:

1. Share software source code
2. Browsing for research on technical issues and news
3. Download software to be used. This could be anything from development tools to Operating System updates
4. Install software on customer sites
5. Send email – essential contact. I stay connected all day.

In this business the Internet will become even more important.

What concerns do you have about Internet access in your areas? What do you think about available data speeds, drop-outs or similar problems, and prices?

I am frustrated by the lack of satisfactory broadband access.

We have a RIM between us and the telephone exchange at Eight Mile Plains. There is fibre optic cable between the exchange and the RIM. That means we cannot get ADSL.

The RIM throttles the speed to 28.8K. I seem to recall reading that the restriction is not necessary. I don't know how true that is or if my memory is correct. However, the comment I remember was made by an ex Telstra engineer. It was prior to me being in a situation that affected me so I did not take proper notice.

We can get one-way satellite. That would help somewhat. However, I also require a fast uplink. The uplink is required for code sharing, demonstrating software and even potential hosting.

Another option is ISDN. However, that would cost over \$500/month. The price of ISDN has always been prohibitive in this country. I have thought about it, but at the moment there is not that much business so it is a huge cost.

Telstra Bigpond do offer 2-way satellite. However, 2-way satellite is supposed to have extremely poor latency. When you think of how it works that makes sense. Also, it is only available for the Microsoft Windows Operating system which we do not use. Also we do not regard Bigpond as a good ISP. They are not forthcoming on issues such as DNS servers going down. They are the only one ISP that I have heard of that has lost people's email. However, if we had cable here we would have to use Bigpond or Optus and would make do. We would still use another ISP for email and Web Hosting. Bigpond are expensive for Web Hosting. There would complications with the email setup with the 2 ISP setup.

ADSL is the correct broadband solution. You can use the ISP of your choice. It is fast. You are not locked into using a Telco as your ISP.

Earlier this week we lost both the voice and data line (both PSTN lines). It was on a day I was trying to put in a proposal to a prospective client. Fortunately, the data line came up and I was able to continue my research and then email the document.

I would even be happy with getting the full 56K out of my modem. I had that when we were in Alexandria, NSW. I'll include a log of connection speeds in the last months. It is mostly 28.8k. Sometimes I get 31.2k. Other times I get 21.6K or 26.4K. I had to specially set the modem to turn off data compression because the line would go up and download like a yo-yo (sometimes it would only last a minute).

Are there any impediments to you or people you know 'getting on' line or accessing higher speed Internet services?

Fibre optical cable between the exchange and the RIM is an impediment to having the prerequisite copper wire for ADSL. That is an impediment to ADSL access.

The lack of cable by both Telstra and Optus is also an impediment to the other reasonably priced broadband option.

The RIM throttling the data speed to 28.8K is an impediment to reasonable data speed.

Do you have a view on whether higher speed Internet services are reasonably priced and/or reasonably accessible?

ISDN is prohibitively priced. The lack of access to ADSL (or cable) in a MAJOR city is unreasonable. I would even be happy with getting the full 56K out of my modem. I had that when we were in Alexandria, NSW.

We do live on acreage – but we are in a MAJOR city not even a regional, rural or remote area. We are around 20km from the CBD of Brisbane. So I would imagine that the poor souls in the Outback would stand no chance of getting reasonable Internet access.

I have friend in a nearby area who works as a Tax accountant and submits returns electronically. I know he would like faster access. I also know of a Computer Science student nearby who would like better access. He currently uses one way satellite.

I know that repairing problems to essential infrastructure in areas of a relatively low population are not as politically important. That is why we have spent considerable money on purchasing a power generator and rewiring the premises. So we do make allowances for living in this area. However, the cost of ISDN is completely unreasonable and the lack of alternatives such as ADSL is also unreasonable. Unfortunately, this submission is the only way we can “rewire” our telephone service.

Yours sincerely

Peter Schwenke

Log of Recent Connection Speeds

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[root@maton peter]# grep CARRIER /var/log/messages | grep -v abort
Sep 29 23:55:26 maton chat[17598]: CARRIER 28800^M
Sep 30 07:05:32 maton chat[18269]: CARRIER 28800^M
Sep 30 14:09:31 maton chat[21537]: CARRIER 28800^M
Sep 30 23:55:26 maton chat[22148]: CARRIER 28800^M
Oct 1 06:22:44 maton chat[23240]: CARRIER 28800^M
Oct 1 23:55:25 maton chat[24238]: CARRIER 28800^M
Oct 2 07:00:45 maton chat[25225]: CARRIER 28800^M
Oct 2 15:21:56 maton chat[26038]: CARRIER 28800^M
Oct 2 23:55:26 maton chat[3964]: CARRIER 28800^M
Oct 3 06:17:44 maton chat[5343]: CARRIER 28800^M
Oct 3 12:38:03 maton chat[5798]: CARRIER 26400^M
Oct 3 14:17:26 maton chat[6040]: CARRIER 28800^M
[root@maton peter]# zgrep CARRIER /var/log/messages*gz | grep -v abort
/var/log/messages.1.gz:Sep 22 23:55:27 maton chat[3976]: CARRIER 31200^M
/var/log/messages.1.gz:Sep 23 10:10:47 maton chat[4760]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 23 23:55:26 maton chat[5731]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 24 07:13:51 maton chat[6401]: CARRIER 31200^M
/var/log/messages.1.gz:Sep 24 12:48:01 maton chat[6783]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 24 14:44:32 maton chat[7063]: CARRIER 31200^M
/var/log/messages.1.gz:Sep 24 17:02:39 maton chat[7535]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 24 23:55:27 maton chat[7913]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 25 06:57:59 maton chat[8689]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 25 14:14:29 maton chat[9374]: CARRIER 31200^M
/var/log/messages.1.gz:Sep 25 17:59:59 maton chat[9672]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 25 19:01:36 maton chat[9974]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 25 20:01:34 maton chat[10323]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 25 23:55:26 maton chat[10748]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 26 07:44:10 maton chat[11763]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 26 23:55:25 maton chat[12522]: CARRIER 31200^M
/var/log/messages.1.gz:Sep 27 07:54:10 maton chat[13427]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 27 15:28:50 maton chat[14201]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 27 18:45:34 maton chat[14507]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 27 23:55:26 maton chat[14847]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 28 17:36:57 maton chat[15820]: CARRIER 28800^M
/var/log/messages.1.gz:Sep 28 23:55:26 maton chat[16272]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 15 23:55:27 maton chat[23185]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 16 09:41:39 maton chat[23920]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 16 14:32:05 maton chat[24288]: CARRIER 31200^M
/var/log/messages.2.gz:Sep 16 16:12:53 maton chat[24525]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 16 18:58:46 maton chat[24778]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 16 23:55:25 maton chat[25183]: CARRIER 31200^M
/var/log/messages.2.gz:Sep 17 09:03:04 maton chat[26237]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 17 09:38:38 maton chat[26335]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 17 16:38:54 maton chat[26747]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 17 23:55:25 maton chat[27166]: CARRIER 31200^M
/var/log/messages.2.gz:Sep 18 06:25:57 maton chat[27807]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 18 20:54:08 maton chat[28736]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 18 23:55:26 maton chat[29037]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 19 07:26:56 maton chat[29786]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 19 23:55:27 maton chat[30834]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 20 23:55:26 maton chat[424]: CARRIER 28800^M
/var/log/messages.2.gz:Sep 21 23:55:27 maton chat[2436]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 8 23:55:27 maton chat[10617]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 9 08:52:35 maton chat[11363]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 9 23:55:25 maton chat[12203]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 10 08:10:50 maton chat[13025]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 10 15:14:44 maton chat[13574]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 10 23:55:26 maton chat[14075]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 11 07:55:44 maton chat[15388]: CARRIER 31200^M
/var/log/messages.3.gz:Sep 11 23:55:26 maton chat[16396]: CARRIER 26400^M
/var/log/messages.3.gz:Sep 12 08:52:49 maton chat[17406]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 12 15:07:28 maton chat[17866]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 12 18:59:47 maton chat[18208]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 12 23:55:25 maton chat[18593]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 13 08:23:17 maton chat[19382]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 13 14:04:38 maton chat[19766]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 13 23:55:26 maton chat[20342]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 14 12:12:52 maton chat[21292]: CARRIER 28800^M
/var/log/messages.3.gz:Sep 14 23:55:26 maton chat[21842]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 1 16:21:50 maton chat[22953]: CARRIER 31200^M
/var/log/messages.4.gz:Sep 1 23:55:25 maton chat[23398]: CARRIER 28800^M
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/var/log/messages.4.gz:Sep 2 08:42:39 maton chat[24176]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 2 22:21:48 maton chat[25149]: CARRIER 31200^M
/var/log/messages.4.gz:Sep 2 23:55:26 maton chat[25350]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 3 21:01:39 maton chat[27387]: CARRIER 31200^M
/var/log/messages.4.gz:Sep 3 22:01:35 maton chat[27737]: CARRIER 31200^M
/var/log/messages.4.gz:Sep 3 23:01:35 maton chat[28093]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 3 23:55:25 maton chat[28431]: CARRIER 31200^M
/var/log/messages.4.gz:Sep 4 00:01:32 maton chat[28893]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 4 01:01:34 maton chat[29270]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 4 02:01:34 maton chat[29679]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 4 03:01:34 maton chat[30040]: CARRIER 31200^M
/var/log/messages.4.gz:Sep 4 04:01:34 maton chat[30407]: CARRIER 26400^M
/var/log/messages.4.gz:Sep 4 05:01:36 maton chat[30996]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 4 06:01:34 maton chat[31359]: CARRIER 31200^M
/var/log/messages.4.gz:Sep 4 06:59:50 maton chat[31690]: CARRIER 28800^M
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/var/log/messages.4.gz:Sep 4 23:55:26 maton chat[2839]: CARRIER 26400^M
/var/log/messages.4.gz:Sep 5 07:32:06 maton chat[3708]: CARRIER 31200^M
/var/log/messages.4.gz:Sep 5 17:37:01 maton chat[4408]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 5 18:33:50 maton chat[4613]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 5 23:55:26 maton chat[4964]: CARRIER 31200^M
/var/log/messages.4.gz:Sep 6 07:12:51 maton chat[5774]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 6 10:50:48 maton chat[6235]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 6 14:37:11 maton chat[6529]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 6 17:09:54 maton chat[6964]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 6 23:55:25 maton chat[7328]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 7 08:22:22 maton chat[8189]: CARRIER 31200^M
/var/log/messages.4.gz:Sep 7 11:38:56 maton chat[8460]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 7 12:48:05 maton chat[8660]: CARRIER 28800^M
/var/log/messages.4.gz:Sep 7 23:55:26 maton chat[9217]: CARRIER 31200^M