



Faulty equipment impacting mobile reception

Description

Faulty equipment impacting mobile reception

Who

Don Mason

Where

Weetaliba, NSW

What

4G Internet Connection

The problem

In mid 2020, Don lost his internet and mobile phone service and started an almost two year battle with his telecommunications provider to acknowledge the issue and get it fixed. With limited service, Don would often have to drive the 60km round trip to Coolah or Binnaway to check emails and make calls. Of course, the impact of the pandemic made this increasingly difficult.

The solution

In April 2022, Don contacted the Regional Tech Hub and requested a connectivity report. The report provided Don the information required for his telecommunications provider to investigate further, proving the issue wasn't with his house connection, but rather the base station equipment. The faulty equipment was finally replaced and their 4G connection restored.

The Regional Tech Hub kept me in the loop with regular updates. They were so helpful and went in to bat for us, reinforcing the issues we were having with our 4G connection and pushing for further investigation. Without their help, knowledge and support, I was fighting on my own and getting nowhere fast.

-Don Mason



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