



Internet and mobile: Right advice and terminology to fix connection issue

## Description

# Internet and mobile: Right advice and terminology to fix connection issue

Who

Sam Phillips

Where

Collinsville, Tasmania

What

Using the Right Terminology

## The problem

Sam and her family were struggling with an unreliable internet and 4G connection and were confused by the terminology and what options they had available on their property. She also had faced setbacks when investigating the issue herself.

## The solution

Sam contacted us and received advice on the right terminology to use when discussing her property with nbn® Co. Her property was reclassified and an nbn® Fixed Wireless connection installed.

Without the support of our case manager from the Regional Tech Hub, without doubt we would not have had our Fixed Wireless service connected.

â?? Sam Phillips

**Download the full case study and easily come back to it later when youâ??re offline**



[Download](#)  
[Back to case study](#)

## See our other case studies

- Case Studies  
June 21, 2024

### **On Farm Connectivity: Water monitoring on remote NT station**

- Case Studies  
May 23, 2024

### **On Farm Connectivity Case Study: Automated and portable cattle weighing system**

- Case Studies  
May 23, 2024

### **On Farm Connectivity case study: Comprehensive on-farm security system**

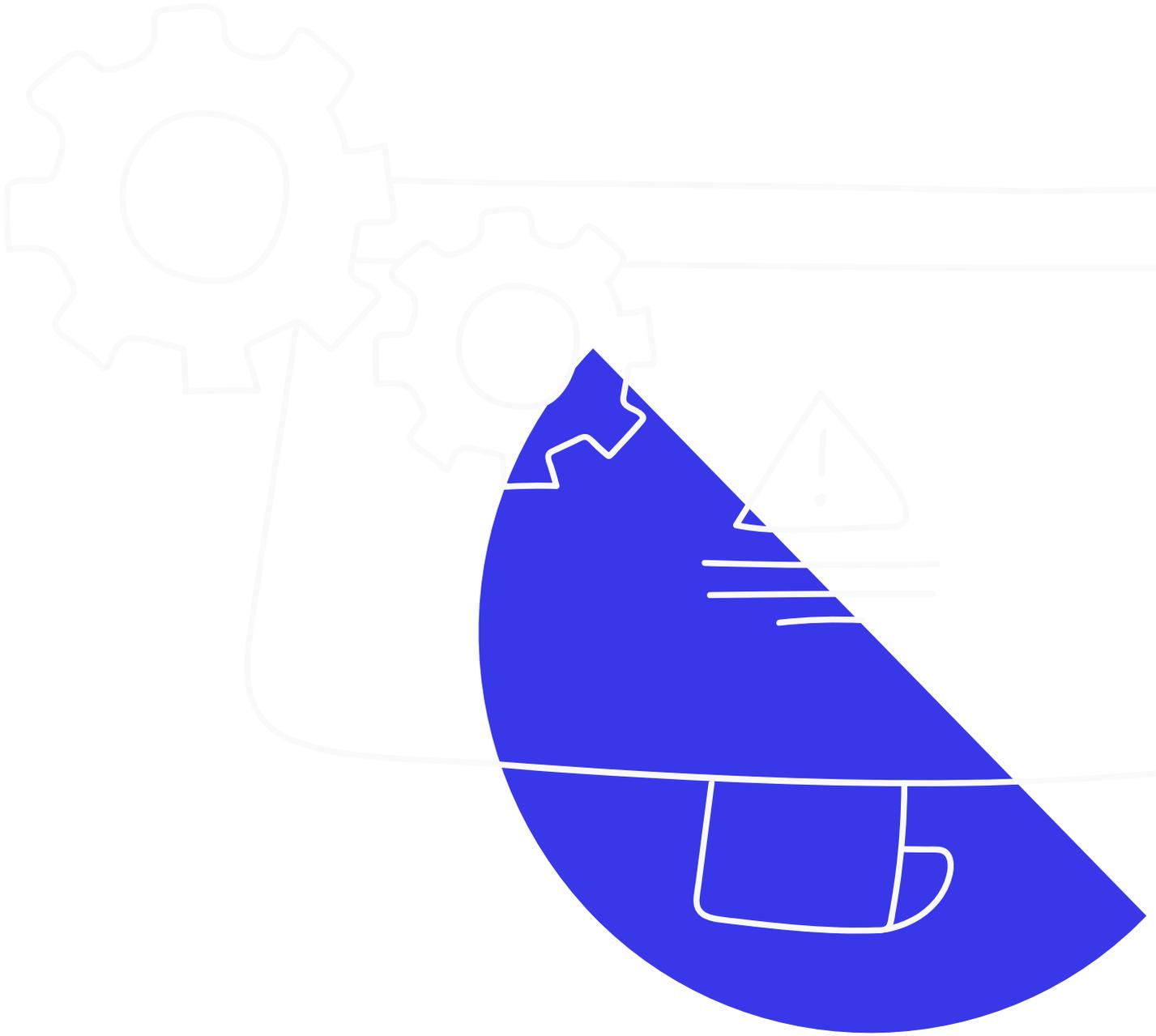
- Case Studies  
May 23, 2024

### **On Farm Connectivity case study: Digital water monitoring infrastructure**

## Are you having a similar issue?

Check out this resource that we've created to help fix your issue.

[Read more](#)



**Category**

1. Case Studies

**Date**

15/03/2026

**Date Created**

14/03/2024