



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.

– Sam Phillips

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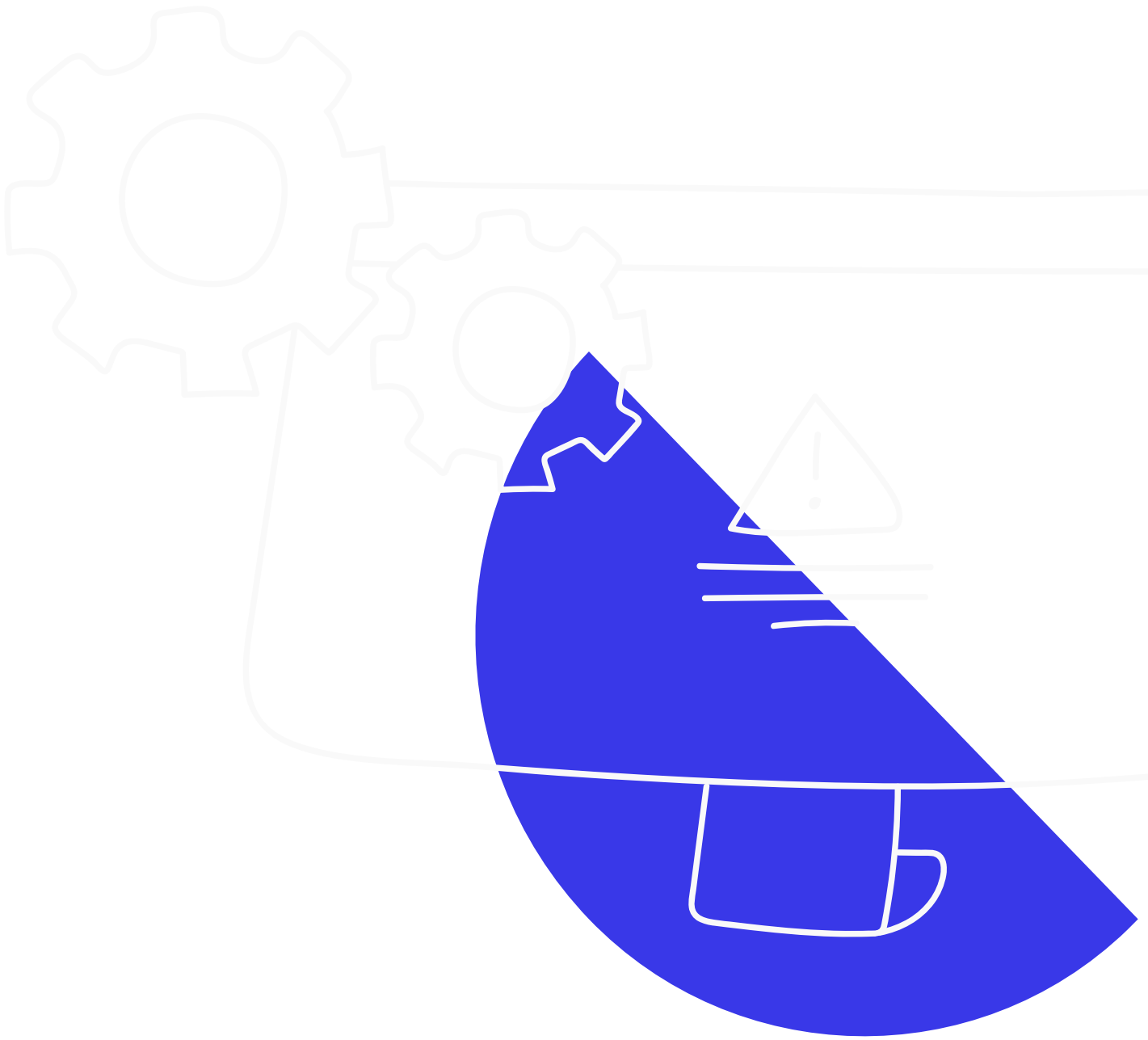
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