



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

Download the full case study and easily come back to it later when you're



offline

[Download](#)

[Back to case study](#)

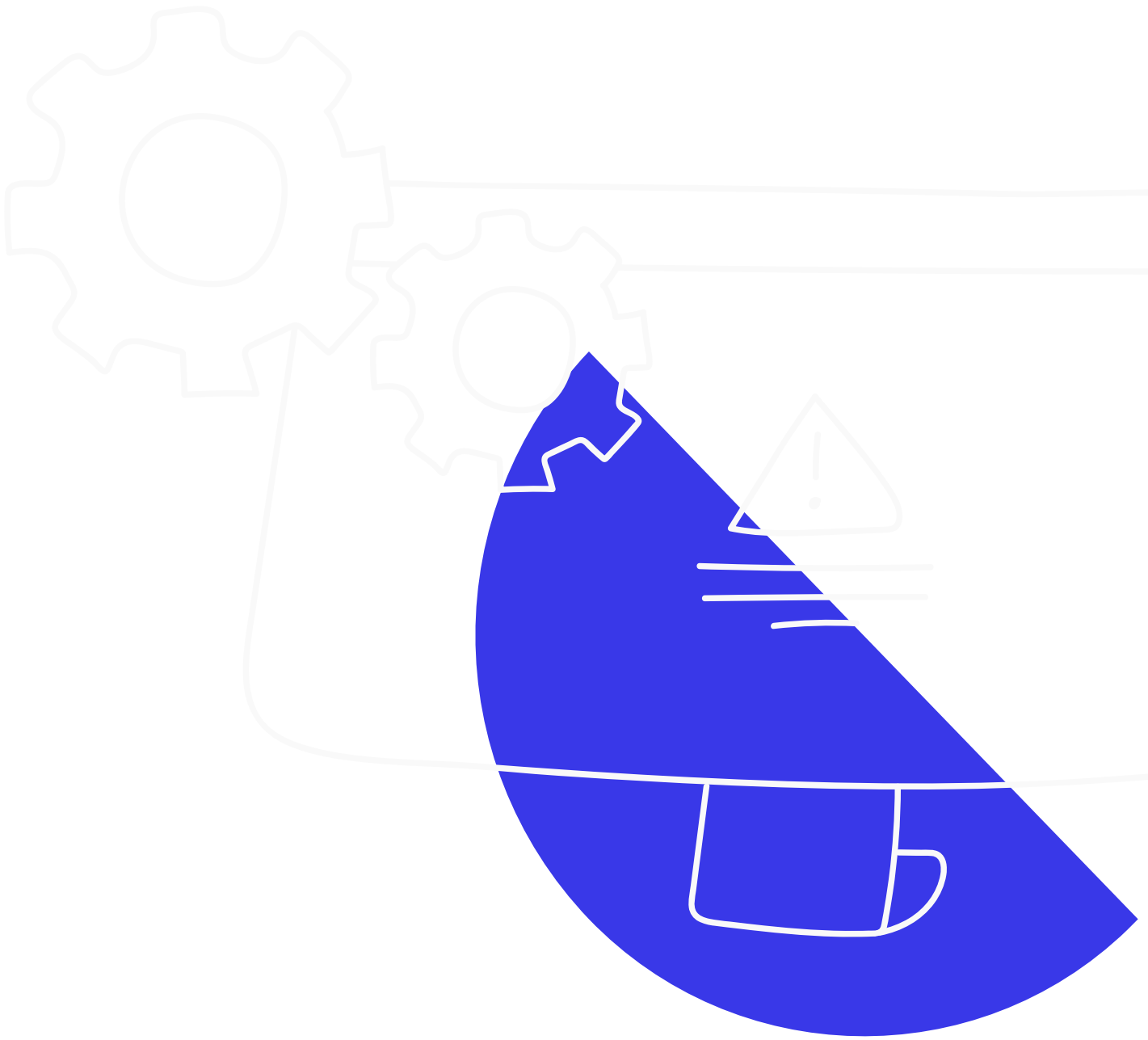
See our other case studies

- 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

13/07/2025

Date Created

14/03/2024