



# REGIONAL TECH HUB

CASE STUDY: MCINNES EARTHMOVING,  
VICTORIA



The installation at McInnes Earthmoving

## nbn® Fixed Wireless Solar Mount Option solves local business' connection issues

After four years of slow internet speeds, minimal mobile service, dropouts, and generally unreliable connection, McInnes Earthmoving reached out to Regional Tech Hub for help in finding a solution to their connectivity issue.

Located five minutes outside the township of Heyfield in Victoria's Gippsland region, McInnes Earthmoving's office sits at the gateway to the Victorian high country. With nbn® fibre to node connections in the Heyfield township, internet and mobile service is great, but travel out to McInnes Earthmoving's office and internet and mobile service becomes limited.

Sale based Leading Edge Computers IT consultant Thomas Crosbie has been on the journey with the business from the outset.

"The business originally had an ADSL connection and the best connection speed they were able to get was around 8mbps. We explored options and changed the business over to nbn® Sky Muster®, but dropouts still occurred," Thomas said.

"We organised for a technician to come out and test the coverage at the office and surrounding sheds. A 4G Yagi antenna was initially installed, along with a Cel-Fi booster, and while mobile phone service was amazing, the data upload and download speeds did not improve."

The location of the office, in a valley, presented challenges for wireless signals and the business was unable to effectively run their daily operations.

“We had to think outside the square for solutions. We had further tests run on the area at the top of the hill, to explore the option of installing a solar mount that could run a fixed wireless signal, point-to-point bridge, down the hill to the office,” said Thomas.

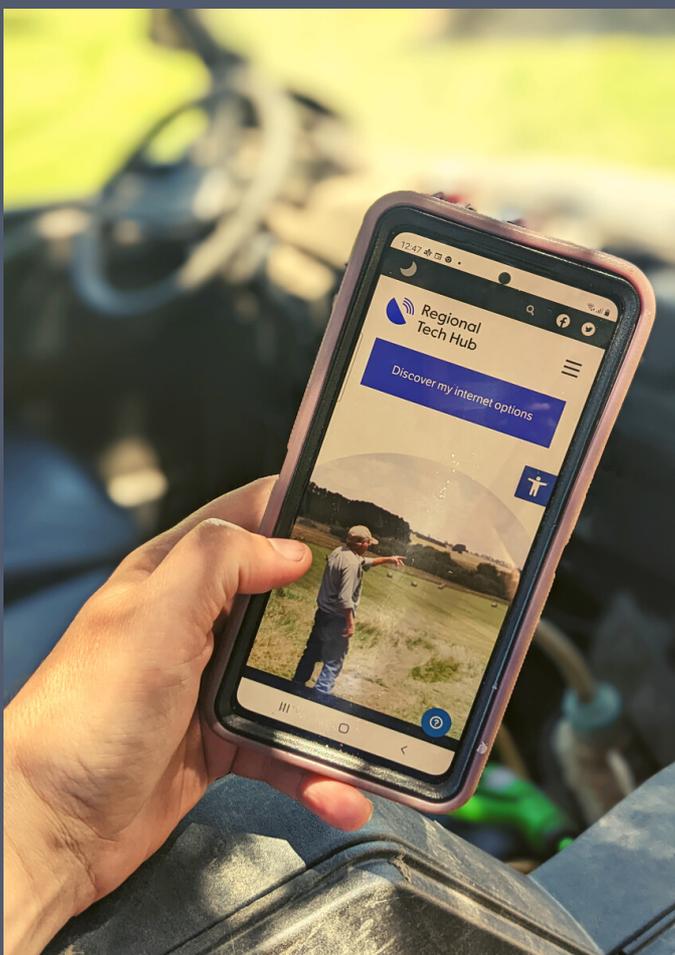
The Regional Tech Hub completed assessments across areas of the property where a signal could be achieved. They also involved NBN Co, who made the assessments at both a desk level and on the ground. The area was reclassified and the facilitation of a fixed wireless connection through a for nbn® Fixed Wireless Solar Mount Option now allows a private wireless link back to the office.

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The installation was the first official non-standard solar fixed mount wireless solution completed under a new process with NBN Co and has significantly improved speeds to the office and solved the overall productivity issues of the business.

“Since the installation of the solar mount and fixed wireless, average upload and download speeds have increased to average around 60-70mbps - a huge improvement on the original 8mbps speed. Staff can complete all daily operations with no dropout issues regardless of whether they are sitting in the office or working in the surrounding sheds,” Thomas said.

Thomas emphasised the importance of being able to assess all available options to ensure you can install and implement the best equipment and service to meet the needs of your business.



## About the Regional Tech Hub

The Regional Tech Hub is a government-funded initiative, run by the National Farmers' Federation. We appreciate the strong support of the Minister for Communications and the Department in the delivery of this important service.

Visit the Regional Tech Hub website:  
<https://regionaltechhub.org.au/>

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