



REGIONAL TECH HUB

CASE STUDY: DANIEL KNIGHT, VICTORIA



Understanding regional connectivity, key to finding the right solutions

When Daniel moved to Victoria in 2019, unreliable internet connection was the last thing on his mind. His house is in line of sight of the telco tower, but for 18 months he persisted with limited coverage, dropouts and speed issues and was in continual contact with his service provider without solutions. He changed providers but still had the same signal issues.

Daniel was told by a television technician the antenna was not positioned correctly on the roof and was contributing to his speed issues and dropouts. Daniel works in vocational education, undertaking contract work teaching and mentoring across the country. Things came to a head towards the end of 2020 when he was in an online meeting with a client and the internet kept dropping out. The client commented on his bad connection and he didn't get the contract.

"To work remotely and communicate with my students across the country, I need reliable internet."

"I need to know that when I log onto computer, I can access my project management software stored in the cloud, and speak with my students," Daniel said.

In January 2021 while reading the paper, Daniel saw an advertisement for the Regional Tech Hub. He contacted them and completed the diagnostic report. The Regional Tech Hub undertook testing and confirmed the antenna placement and line of sight was good for his home address. They proceeded to troubleshoot the configuration of the connection in the house and after discussions with Daniel discovered the original NBN installation had been placed in the walk-in pantry in the kitchen.

The placement of the equipment was contributing to the dropouts and signal quality for WiFi throughout the house.

Daniel said, "The staff at Regional Tech Hub gave me ideas on how to improve our signal quality, including moving the NBN equipment and using wireless units to stabilise the signal. We have since moved the location of the equipment and our internet issues are a thing of the past."

What was such a simple fix proved challenging until Daniel could receive the independent advice and information he needed.

"It seems so simple, but no one can do the bespoke work. The Regional Tech Hub are looking for specific solutions for people who have already worked through the issues ad nauseam with their service provider," Daniel explained.

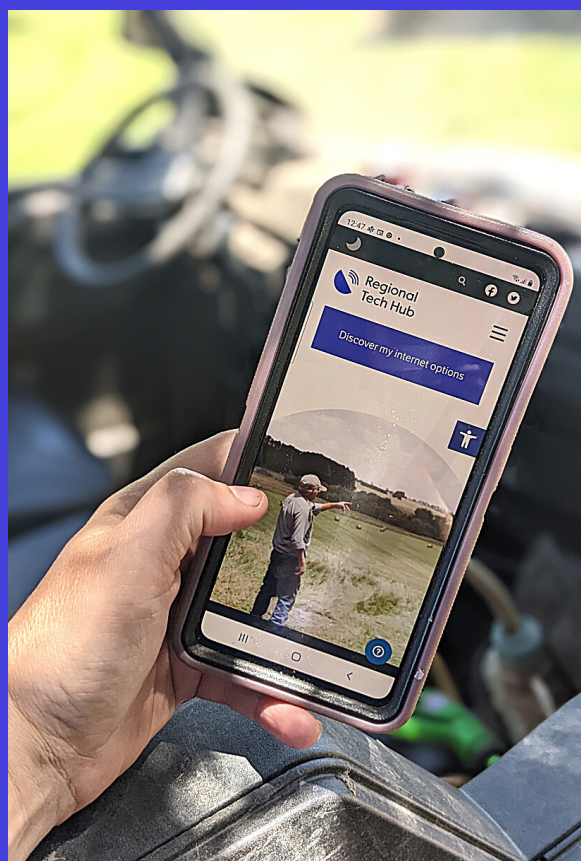
"They are working to deal with your problem – they want solutions for regional people."

"The troubleshooting provided by the Regional Tech Hub is specific to regional settings with clear transparency. They know their stuff and understand all aspects of the telco industry."

Reliable internet connection has seen Daniel's contract work flourish and he now has the confidence he can complete his work remotely.

Daniel said covid has also reinforced the need for good quality and reliable internet.

"We use the internet in so many aspects of our lives, it's essential for our day-to-day life. It's the way we communicate and keep in touch with our family and friends and it's how we do business," he said.



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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