



REGIONAL TECH HUB

CASE STUDY: EMMA MACEK, QUEENSLAND



Fixed Wireless ticks the box on cost, data allowance and speed - working remotely now a reality

Living regionally has several advantages but it often comes with the issue of unreliable internet connection, limiting people's ability to work from home and do simple tasks such as checking emails, internet banking or streaming their favourite movies.

Emma Macek and her partner are no exception. For 12 years they persisted with mobile broadband connection as they were told this was the only connection they could get – despite their neighbours across the road having NBN connections.

“According to the NBN map, our address wasn't connected and had no planned date for connection, but our neighbours on the other side of the road had NBN. We have also never been able to get ADSL due to a lack of ports at the exchange.”

Emma's property near the small town of Traveston, south of Gympie, Queensland, is surrounded by hills. The terrain contributed to a limitation in the options available and slowness in network speeds on the mobile network as most people in the area opted to use mobile broadband.

Emma commutes between Traveston and Brisbane for work and wanted to be able to work remotely, however poor internet connection did not allow this. Telstra speed tests showed the service to have a download and upload speed of only 1mb.

Following a recommendation from a local IT shop in Noosa, Emma reached out to the Regional Tech Hub in January 2021 via their Facebook page.

“We were looking for a better wireless router or way to improve our service. We had changed service providers but were still getting nowhere, so when we heard about the Regional Tech Hub, we thought why not touch base and see if they can assist,” Emma said.

“They ran tests and confirmed the plausibility of a service. For the first time since moving here we were provided with options to improve our internet connection. The Regional Tech Hub explained what we needed to do, provided us with a detailed report to show the installer, and explained the terminology, something that had previously bamboozled us.”

With the assistance of the Hub, Emma and her partner had their address reclassified to Fixed Wireless and as Emma said, the rest is history.

“Our connection is as good as it is in any city, we don’t even think about the internet anymore - that’s the mark of a great outcome,” she said.

When Emma contacted the Regional Tech Hub, her top priorities were cost, data allowance and speed. Before speaking with the Hub, they had limited or no options and were paying for an expensive service that wasn’t reliable and didn’t allow them to manage simple daily tasks or work remotely.

“We would often move our modem around the house trying to find the best spot in the house that gave us the best connection, and this could change from one day to the next,” said Emma.

Fixed Wireless connection has meant Emma isn’t locked into one service provider. She now pays considerably less for her connection and has the assurance she can log onto the internet at any time with reliable and quick upload and download speeds, allowing her to work remotely and undertake tasks in an efficient and timely manner.

“The Regional Tech Hub were amazing and so incredibly helpful and patient with all my questions. We are the ‘proud owners’ of internet that is useable for the first time in 12 years. We can’t thank them enough,” Emma said.

About the Regional Tech Hub

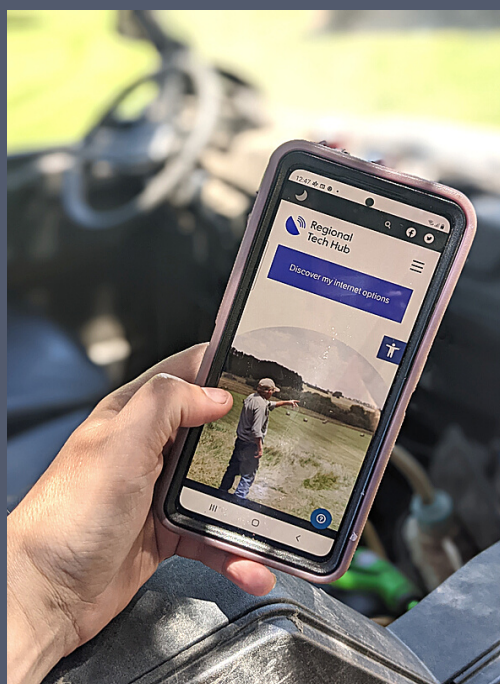
The Regional Tech Hub is a government-funded initiative, run by the National Farmers’ Federation. We appreciate the strong support of the Minister for Communications and the Department in the delivery of this important service.

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