

From: Watkin  
Sent: Tuesday, 25 March 2008 11:02 AM  
To: National Broadband Network Taskforce  
Subject: Broadband Issues and Recommendations

Hello,

I have worked from home for an interstate employer for the last 6 years and it has been very difficult to do my work productively because of the nature of the Broadband technologies currently available in Australia.

Issues  
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I1. Slow uploading speeds  
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Firstly, the emphasis of broadband in Australia, to date, has been on downloads (ADSL/ADSL2). I, as anyone working from home or remotely, have an equal need to upload as much as download. This is because I need to upload my work (big Microsoft Word documents e.g. 20MB plus) to interstate servers of my employer on a continual basis everyday. Also, it would be extremely desirable to be able to video conference with remote people (currently difficult).

I2. Poor packet latency  
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When working in a telecommuting capacity for employers or customers it is usually a requirement, for understandable security reasons, that a VPN (Virtual Private Network) connection/tunnel be used between the remote worker and the employer's/customers servers. VPNs operating over the Internet, by their very nature, are very sensitive to packet loss situations.

I3. High Cost/Monopoly situation of Broadband  
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In Australia we pay far too much for broadband compared with other countries even when taking into account geographic spread of population.

Recommendations  
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R1. Adopt VDSL2 or similar protocol which can support 100Mbit/s simultaneously in both the upstream and downstream directions.

R2. Consider using wireless for the last mile from the "node" (if FTTN) box in the street to the home/business in order to break the stranglehold on the POTS copper wiring by Telstra.

R3. Impose strict QoS (Quality of Service) requirements on broadband providers so that good packet latency and reliability is achieved on broadband services.

R4. Ensure that naked VDSL2 (i.e. no telephone service but VOIP) can be selected as a broadband service on the new network if so desired by customers.

Regards,

Tony Watkin