



## Australian Broadband Guarantee – Small Business

### Connecting remote communities to the world

When Karin Quetschke and Carston Wagner-Richelmann immigrated to Australia from Germany five years ago, they searched for a quintessential Australian home—a house where the bush meets the beach. They found it in the Quaalup Homestead Wilderness retreat in Fitzgerald River National Park, on the South Coast of Western Australia.

‘When we came across the property we just fell in love with it. It was already established as tourist accommodation but it was very run-down and neglected, we just had to give it a try,’ Karin said.

But living and running a small business in a flora-rich national park can have its down sides.

‘We really are sitting in a national park, there are no power lines and our phone is a radio phone that gets transmitted from Bremer Bay—the closest town centre is Albany and that is approximately 180kms away,’ Karin said.

‘To connect to the internet our only option was dial-up, until we found out about the Australian Broadband Guarantee program.’

Karin found out about the Australian Government’s broadband assistance program when she picked up a flyer from one of the registered internet service providers, Active8me.

‘Having broadband has really improved our lives and our business,’ Karin said.

‘When we had dial-up internet it would take up to 45 minutes just to do a simple bank transfer online!’

‘Now it only takes us about 5 minutes. This means that Carston and I have more time to spend together in the evening rather than having to spend all night on the computer.’



A broadband connection has also helped Karin and Carston provide a better service to people that stay at the Quaalup Homestead Wilderness retreat.

‘We have developed a comprehensive website because updating it is so much easier now,’ Karin said.

‘We also do a lot of research online so that we can provide information to visitors about the wildlife and flora surrounding the retreat.’

‘And having the phone free while we do all this is particularly good for business—we can take bookings at the same time!’

Karin was also very happy with the choice of plans available to her and selected the entry-level plan guaranteed by the Australian Broadband Guarantee program.

‘We chose the plan that cost less per month because we don’t really need to download loads of data,’ Karin said.

‘We connect to broadband every day now—we are altogether more connected to the world.’

For more information about the Australian Broadband Guarantee program, call the Department of Broadband, Communications and the Digital Economy on **freecall 1800 883 488** or visit [www.dbcde.gov.au/abg](http://www.dbcde.gov.au/abg)