

Many residents throughout the Precinct complex have been experiencing slow internet speeds over the past 16 months since the complex opened.

These slow speeds are primarily experienced by residents that are using an ADSL2 service (eg: Telstra, TPG, iinet, etc); although some Active Utilities users have also reported poor speeds.

After conducting an independent review into the cause of the slow speeds, the Precinct Owners Corporation (OC) determined that additional internet infrastructure was required throughout the complex to support greater resident choice and increase internet speeds for all residents.

The OC investigated the possibility of connecting to the NBN, as a means of achieving better speeds and maximum choice, but NBN Co. advised that this was not possible.

As an alternative, the OC engaged Spirit Telecom to install a fibre network that provides Ultra Fast Internet (UFI), which can deliver speeds between 25 -200mbps.

This is a separate, standalone network that will not affect the existing infrastructure, nor preclude connection to the NBN in the future, when/if this is possible.

What does this mean for Precinct residents?

In short, if standard broadband speeds (defined as 20mbps) are important for you, then a standard ADSL2 service is unlikely to deliver these speeds to you.

If you want a high-speed service then you effectively have a choice between Active Utilities VDSL service and the new Spirit Telecom UFI service.

The OC encourages all residents to determine their needs and select the service that best suits, noting that if you choose to stay with an ADSL2 service, you will continue to experience poor internet speeds.

Some further works planned in the next few months to the existing infrastructure may alleviate some of the problems with ADSL to a limited extent, but it will likely only result in, at best, a doubling of your current speed.

You may have already received some marketing material from Spirit and seen a notice in the elevator notifying you that the installation is complete. Over the coming months additional material may be distributed in order to provide further information and assist residents to determine if they wish to sign up for the service.

The OC recognises that high-speed internet is an important utility and, through implementation of the Spirit UFI network in combination with the existing Active Utilities VDSL service, will provide increased choice of high-speed services to Precinct residents.

If you have any questions, please email precinct@essentialcommunity.com.au or visit the Precinct Community website www.precinctcommunity.com.au