

## **Appendix C: Difficulties with Internet Service – Comments**

### **Poor Internet speed**

Slow Broadband speeds although we pay for fast service. (0001)

Internet coverage is shocking connected at a poor rate via Xtra. (0002)

Takes forever to get any information up from the internet. (0003)

The speed on dial up ranged from 9 kbh to 39 ave about 28. (0004)

Email download is extremely slow (especially if an attachment is involved) it may take 2-3 hours to download 1 file. (0006)

Internet very slow. (0009)

Very slow internet. (0012)

Very slow (31 average lately) internet. (0013)

Very, very slow at times. FRUSTRATING, technology is supposed to be quicker and less hassle. (0016)

Internet is very, very slow (0017)

Download speed of 16-26,000 SLOW! Really a serious issue in this day and age of supposed fast modern communication! (0018)

Very, very slow (0020)

Internet access very slow (0024)

We changed to Woosh because we were not satisfied with our Telecom internet connection. It was too slow, too unreliable and in our view unsatisfactory. (0025)

Internet download speed not as fast as it could be. Probably because of distance to nearest repeater, but overall very good. Light years ahead of Telecom Dial-up. (0028)

Very, very slow. The post is faster. (0031)

Connection is not quick/quality enough for some web sites. Really, really slow! (0032)

I don't have internet services, but am thinking of getting this service. (0033)

Internet connection very slow so takes everything a long time to load. (0034)

It is extremely slow we are unable to access Broadband. (0039)

Very, very slow. (0040)

Very noisy and slow even on broadband. (0043)

Internet service very slow. (0047)

The internet is very slow? (0048)

We cannot access broadband, so we use slow dialup. (0051)

Internet is very slow. (0052)

Xtra is very slow on dial up connection. (0053)

So slow we rarely use it. 0054)

Very slow and even worse when raining. Can really only be used successfully from 10pm onwards and even then it is very slow so we very rarely use it. (0055)

The internet service is very slow if we can get it at all. (0057)

Internet works at a very slow speed 9.6 to 28.8. (0058)

Internet generally good, occasionally slow. (0060)

Cannot connect first time, very slow speed can get disconnected often. (0061)

Internet can be slow, better since broad band. (0064)

Internet very slow and after down loading something for 4 or 5 hours it tells you it didn't work and you should try again. (0065)

Slow service if I get any! (0066)

It is so slow you give up. (0067)

We have just moved to Farmside broadband due to dreadful speed of 31kbp. (0071)

Internet very slow. (0073)

Internet sometimes (often) won't connect very, very, very slow. (0074)

Internet terribly slow, sometimes won't use it because of this. (0075)

It is too slow 17 Kpbs speed at times. (0076)

Slow and loose connection as we are on land line, can not get Woosh. (0078)

A bit slow at times, forced to sign up with Woosh as poor internet reception and very slow with other companies. (0079)

Very slow at times. (0082)

Can only get dial up and its very, very, very slow. (0083)

Very, very slow. (0084)

Apart from slow response few difficulties. (0085)

So slow, connection fails. (0086)

Very slow and we can only get dial up. (0087)

Slow to down load, some days can't connect. Emails with attachments can take hours to down load and access to web sites is poor. (0088)

Exceedingly slow under half capacity OFTEN slows down taking MIINUTES at a time too load the simplest of web pages in my opinion poor considering speeds found elsewhere and Gorge Road is hardly remote. (0089)

Downloads impossible because of slowness and disconnections. (0091)

Internet is not as fast as what I pay for. (0094)

Internet service fine apart from being slower in wet weather. (0096)

Sometimes very slow, can't get on line. Sometimes wait so long while a program is loading, then it freezes. (0097)

It is so very very slow, in fact sometimes you have to give it up if you are wanting to search more than one thing. (0100)

Internet is very slow!!! (0102)

Sometimes takes ages to work hence don't use it as it should be. (0103)

Sometimes we can't even connect to the internet, now it is a lot slower than it use to be. (0104)

Internet service at home was very poor so we now use Broadband at our work office in Wyndham service there is adequate. (0107)

Internet slow, several attempts at times to connect (Windows 98). (0110)

Telecom constantly fails, poor speed and costly. (0111)

Internet is very slow and sometimes unable to log on. (0115)

Have had dial up and it was so slow we got it disconnected. (0120)

Internet slow and can't always get logged on.. (0121)

Internet service is still slow even though we have changed to broadband. (0123)

Internet is very slow, has hernia, and needs a coffee and a three course meal if downloading anything bigger than the standard email. (no pictures). (0126)

Internet on the slow side. (0132)

Internet dial-up access only, very slow (approx 33 speed) and often cuts out while on line. (0133)

Sometimes quite slow. (0134)

The internet service is very slow . (0136)

Disconnecting as well as no connection to internet at times limited and slow access. (0137)

My internet service is very slow, therefore not able to download files as it takes too long. (0138)

Lame speed but good provider. (0145)

Internet even though on Broadband is very slow. (0146)

Our internet service is extremely slow and frustrating. 28kbs may have to leave running over night to download any photos sent by family in Dunedin or emails with attachments can take several hours to come through. We are limited as to what we can do because of slow downloading. (0148)

Got broadband as an email took up to 3 hours to download, still fairly slow for broadband. (0149)

We were with Telecom previously and found internet very slow. Have had trouble with wires recently but Orcon sorts it out. (0150)

Internet Broadband is extremely slow, not much better than dial up was. (0151)

Internet service is very slow compared to in town. (0154)

Sometimes I can't get onto the internet and it's very, very slow!!! (0157)

Could never get on it on Dial-up had to go to Broadband which is too expensive also too slow. (0159)

Could never get on Dial up, and Broadband is slow. (0160)

Slow to receive access to the internet and slow to download. (0168)

Very slow and painful. (0170)

Internet service very slow. (0171)

It is slow. (0172)

Our internet service is very slow and frustrating therefore we seldom use it due to its limitations. (0177), (0178)

Slow internet. (0179)

We have very slow dial-up connection and extremely slow down loading email time. (0183)

Getting messages of the computer or down loading reports takes ages, the fastest we can get is 26mb. (0184)

Woosh wireless broadband service works fine. Previous Telecom Xtra service via landline was painfully slow. (0185)

Two-way satellite is still SLOW. I use to have Bordernet which was one-way with dialup and it was actually faster on download. I use the internet constantly so a LOT of time is wasted waiting for downloads. (0186)

Same websites just so slow its ridiculous! (0188)

Although we have dial up internet (with Telecom), it is extremely slow. (0189)

The internet is very slow, always getting disconnected. (0191)

Dial-up was very slow and always thrown off line, that's why we switched to Woosh. (0192)

Dial-up is rather slow. (0194)

We were so fed up with Telecom that we decided to pay \$89 per month plus installation costs to go over to Farmside. We had constant disconnections, slow speed and it was virtually impossible to even update our virus protection under Xtra. (0198)

The internet service is slow. (0199)

We were originally with Xtra (Telecom). We experienced continual difficulties to the point of almost changing all parts of our computer, until we changed to Woosh. Since then we have had excellent service. We are very close to a Woosh tower which definitely helps. (0200)

Connection is difficult and it is slow. (0202)

Very slow internet. (0204)

So, so slow. When I go to other places. I realize how slow the service is. (0205)

Can often take 2 hours before the net works properly. Cannot look at lots of pages as the speed is so slow they do not work properly. (0208)

Very slow, cuts out and gets disconnected. (0209)

ADSL connection slow at exchange. Even to people in close proximity. (0210)

Internet is so slow it takes 2 hours just to get on to one program then if you need to go further it takes forever to get to do anything. (0211)

Slow, slow, slow. (0212)

Went to broadband as the computer was so slow. (0213)

Slow internet service, downloading not always viable as takes so long. (0214)

Internet is slow, dial-up. (0217)

The speed is very slow once connected. (0219)

We have difficulty in connecting to the internet and staying connected and it can be slow at times. (0222)

Service slow and continually cuts service mid download!! (0223)

Slow and no broadband. (0224)

Very slow, sometimes doesn't work. (0225)

Slow dial-up, everything slow. (0226)

Very slow, can't get broadband etc. (0227)

It takes that long to perform a task and when you do start doing something it disconnects, you can't look up websites as it is so slow at downloading information. (0228)

Internet is slow and getting a lot of spam through again since last Xtra update, had been good. (0234)

Internet is very slow and unhooks when the lines are busy - not very convent. (0238)

Slow, blocks the phone line. (0240)

Far too slow. (0241)

Inconstant internet speed. (0242)

Down to 19 tonight, very slow. Down loading anything with pictures or scanned items. Have almost given up looking at web sites. Very erratic, sometimes ok, sometimes can't show page. Long download of emails it turns off and then has to start again, at end of telegraph line. Very time consuming getting emails. (0244)

Internet has increased in speed to 48 Kbp used to be much slower. Haven't high speed internet so can't down load big amounts. (0246)

Xtra connection was slow but ok for business use. Now use Woosh, very pleased. Will shortly connect to Woosh at home also. (0252)

We can only get Dial-up which is soooo SLOW. (0255)

Internet is so slow! (0256)

Slow dial up connection, cuts off at will. Long times down loading information, unreliable for internet banking. (0258)

Very slow, crashes occasionally. (0261)

Internet is very slow. (0268)

The Xtra connection we previously had was very poor, slow and unreliable (dial up). (0270)

Very slow internet. (0271)

Broadband is not available, dial up speed very variable, frequently affected by electric fences shorting. (0276)

The difficulties with Actrix is it is so slow and sometimes hard to get connected, and uses up the phone line. We got tired of it being so slow and connected to Woosh as it is very close to us. (0277)

The difficulties with our internet service is that it is so slow, it takes so long to down load any thing. (0278)

We are unable to get broadband so service is slow sometimes freezes and we are unable to access some services available to broadband customers. (0279)

Slow dial up. (0282)

Because the internet is slow it's hard to do work related stuff. (0284)

Slow - very, no high speed internet. Increasing problems with integration due to lack of speed. (0287)

Slowish but not the worst around. (0288)

Hard to connect to very slow and lot of spam. (0289)

Dial up speed, and connecting. (0290)

Too slow. (0292)

Very slow dial up connection. A lot of time wasted because of connection (varies between 16.8 and 19.2 kbps). (0293)

Slow even on Broad band. Was reading at 56 now 28. (0294)

14.2 gbs - drops out all the time. (0296)

Very unreliable; we cannot connect or get proper service, if on the odd time we do get onto the internet it is slow and can cut out. (0297)

Sloooooow! (0299)

Internet is painfully slow/hopeless trying to download stuff. (0305)

It is slow. (0307)

Can't get on and when you do it cuts out quite often. (0311)

It is extremely slow and frustrating with very slow internet connection. It can take up to 20 min, just to log on. (0312)

So slow I end up giving up. When I really want to do something it takes so long. Never download anything because it can take an hour or 2, no exaggeration. Go over our monthly time limit because of the slowness. (0315)

Poor transfer speeds relative to the speed of plan we have to pay. (0316)

Spam and very slow for our business. Would use it more if it was faster. (0317)

The main difficulty is speed. It is very slow to do internet banking, use Trade me and other services such as booking air line tickets. Downloading emails with large attachments is also very slow and also for virus program updates. The speed is approx 31.2 kbps. (0319)

Very, very slow and unreliable. (0320)

Too slow or does not connect straight away. (0322)

We can very rarely get onto the internet and service is very slow, if we are to get connected. (0326)

Very slow, often can't connect and it disconnects itself. (0328)

Very, very slow, often can't connect and it disconnects itself. (0329)

Internet is painfully slow!! (0330)

The guy who set up my new computer remarked about this speed only 19.2 kbps very poor he said. (0331)

Z servers and PCs at 85ms. downloads at 30kbs on broadband. A friend in Dunedin does 150 on a less expensive plan. (0333)

Slow, very slow. (0334)

Very slow, unable to download pictures, blocks our land line phone. Children don't use the internet because of being so slow. (0342)

Very slow internet service. (0343)

Speed is a concern at times, costly. (0344)

Internet is very slow 19.2 or 21.6 kbps. (0345)

The "net has always been slow and unreliable. (0346)

Keeps cutting out, very slow. (0347)

As we are the last house on the Invercargill exchange our dial-up speeds are very slow. Our download speed is an average of 3 kbs the maximum is 5 kbs. (0350)

Just slow sometimes very slow. (0351)

We have very slow internet connection of 24 kmps, this makes the simplest things like internet banking and email very frustrating and time consuming. We only pay for 10 hours a month which costs us \$10 but most of the time we don't use all this time as its just too slow. (0352)

Our family on the farm have the internet and it is very slow. (0353)

Slow connecting, once it has connected very slow and cuts out all the time. (0354)

Our provider is good but only hooks up at 28.8 kbps. (0355)

The speed it takes all night to down load its real bad. We still get charged the same amount when we don't use it when its not worth being on the net as it is very slow. (0357)

Internet is very slow and cannot often bring up the site you want to look at. (0358)

Very slow, 28.8 kbs. (0360)

Doesn't work and when it does it is so slow. (0364)

Very slow. (0365)

Internet a bit slow otherwise ok. (0366)

Terrible internet service, have to wait sometimes 20 mins for websites to down load. Downloading photos on email if too big system can't handle it. Have to set aside nearly 2 hours so we can view internet (including downloading). (0367)

Internet is far to slow. (0368)

## **Poor/unreliable connection**

Can take numerous attempts to connect. (0003)

Frequently cannot connect to Internet. (0007)

The dial up connection was extremely poor (0015)

Sometimes have to try to dial up 3-4 times. (0020)

Internet connection very slow. (0034)

Often fails to connect, often disconnects while in use. Connection is not quick/quality enough for some web sites. Really, really slow! (0032)

At times will not dial up. (0038)

Sometimes cannot get on line. (0040)

Internet can be difficult to connect. (0056)

Cannot connect first time. (0061)

Cannot get main server to respond, comes up to disconnect with the main server. No connection to Xtra apart from a few seconds occasionally and then breaks the circuit. (0063)

Internet sometimes (often) won't connect very, very, very slow. (0074)

So slow, connection fails. (0086)

Slow to down load, some days can't connect. (0088)

Sometimes very slow, can't get on line. (0097)

Often it fails to dial up and loses the connection. (0100)

Internet cuts in and out, takes along time to even dial-up. Then takes even longer for home page to come up. (0101)

Internet cuts in and out, takes along time to even dial-up. 0101)

Sometimes we can't even connect to the internet, now it is a lot slower than it use to be. (0104)

When we were on Telecom Southnet it took up to 3/4 hour to get on. (0112)

Internet is very slow and sometimes unable to log on. (0115)

Sometimes we have problems with the connection and are unable to get connected at all. However broadband is still much better than dial up. (0123)

We have broadband nearly every time we log on we have to reboot the modem. Also get disconnected a lot and won't hook up at all often. (0130)

Disconnecting as well as no connection to internet at times limited and slow access. (0137)

Sometimes it takes ages to get connected or we get kicked off for no reason. (0141)

In and out of internet service. (0143)

Internet so poor had it turned off, same as house land line some days ok but other days can't get a good connection have to keep ringing until good connection. (0153)

Sometimes I can't get onto the internet and it's very, very slow!!! (0157)

Could never get on it on Dial-up had to go to Broadband which is too expensive also too slow. (0159)

Could never get on Dial up, and Broadband is slow. (0160)

Connection is difficult and it is slow. (0202)

Very slow connection. (0203)

Getting connected and staying connected to Xtra is a major problem some days. Can often take 2 hours before the net works properly. (0208)

Some times the dial-up is slow, and we can't get on. (0218)

It often takes 10-20 minutes just to connect to the internet, sometimes longer. (0219)

We have difficulty in connecting to the internet and staying connected and it can be slow at times. (0222)

Changed to Farm side due to poor dial up connection significant extra cost but necessary for business. (0235)

Internet dial up takes for ever to connect and sometimes will not stay connected or send emails through. (0237)

Slow connection, lots of spam. Disconnects when using the internet, sometimes very hard to connect to the Internet. (0247)

The phone line hardly work's so the computer can't even dial up. If it does it cuts out every five minutes. (0265)

The Xtra connection we previously had was very poor, slow and unreliable (dial up). (0270)

Very often "can't make the connection" comes up. (0275)

The difficulties with Actrix is it is so slow and sometimes hard to get connected, and uses up the phone line. (0277)

Until we got Farmside in 2006, erratic dial-up and very slow download. Top speed 21 kbs. Couldn't really go into websites, wasn't worth the hassle. (0281)

Hard to connect to very slow and lot of spam. (0289)

Dial up speed, and connecting. (0290)

Very slow dial up connection. A lot of time wasted because of connection (varies between 16.8 and 19.2 kbps). (0293)

Very unreliable; we cannot connect or get proper service, if on the odd time we do get onto the internet it is slow and can cut out. (0297)

Falls off at regular intervals sometimes have to have several attempts to go online. (0299)

Intermittent server problems unable to connect or access web sites frequently other times runs well. (0303)

Poor connection. (0310)

Can't get on and when you do it cuts out quite often. (0311)

It is extremely slow and frustrating with very slow internet connection. It can take up to 20 min, just to log on. (0312)

Can't always connect when we want, have to try a few times. (0315)

Too slow or does not connect straight away. (0322)

We can very rarely get onto the internet and service is very slow, if we are to get connected. (0326)

Very slow, often can't connect and it disconnects itself. (0328)

Very, very slow, often can't connect and it disconnects itself. (0329)

Slow at connecting. (0335)

Quite often internet connection is very slow, takes ages to view pages and more often than not we give up. (0338)

Slow connecting, once it has connected very slow and cuts out all the time. (0354)

## Disconnection

Couldn't stay connected to Xtra so changed, but in a bit of a dip for Woosh. (0005)

Internet service shuts down for no reason. (0006)

It would cut out all the time. (0015)

I use the internet banking and it often takes me 2 hours to get my printouts and pay bills as the session keeps timing out due to the slow response times. (0016)

Internet is very, very slow and sometimes keeps cutting out while on-line. (0017)

Get bumped off internet/email very regularly, especially at peak time of day and evening. (0026)

Often disconnects while in use. (0032)

It cuts out quite often e.g. disconnects in the midst of something. (0039)

Internet service is always losing connection. (0045)

At times it shuts down and you have to start all over to get back on line? (0048)

Woosh cuts out, loses base station. (0053)

Can't get emails very often as the line cuts out. (0055)

Internet can often cut out especially if you are on for more than 1/2 an hour. (0056)

Get kicked off periodically (0058)

Cannot connect first time, very slow speed can get disconnected often. (0061)

Cannot get main server to respond, comes up to disconnect with the main server. No connection to Xtra apart from a few seconds occasionally and then breaks the circuit. (0063)

Slow and loose connection as we are on land line, can not get Woosh. (0078)

Therefore internet connection bumped off telephone line regularly and downloads impossible because of slowness and disconnections. (0091)

Often it fails to dial up and loses the connection. (0100)

Internet cuts in and out, takes along time to even dial-up. (0101)

We have broadband nearly every time we log on we have to reboot the modem. Also get disconnected a lot and won't hook up at all often. (0130)

Internet dial-up access only, very slow (approx 33 speed) and often cuts out while on line. (0133)

The internet service is very slow and we often get disconnected. (0136)

Disconnecting as well as no connection to internet at times limited and slow access. (0137)

Sometimes it takes ages to get connected or we get kicked off for no reason. (0141)

In and out of internet service. (0143)

Sometimes it doesn't stay connected. (0155)

Loss of internet connection. (0156)

When we had dial up it could take up to 4 hours to download file and staying connected was difficult. (0162)

Sometimes doesn't stay connected etc. (0167)

Keeps cutting out when using the internet. (0175)

The connection can cut-out frequently. (0183)

The internet is very slow, always getting disconnected. (0191)

Dial-up was very slow and always thrown off line, that's why we switched to Woosh. (0192)

We had constant disconnections with Telecom. (0198)

Very slow connection, always getting disconnected mid-use (very frustrating). (0203)

Getting connected and staying connected to Xtra is a major problem some days. (0208)

Very slow, cuts out and gets disconnected. (0209)

We get cut-off the Internet, and some times the dial-up is slow, and we can't get on. (0218)

We have difficulty in connecting to the internet and staying connected and it can be slow at times. (0222)

Service slow and continually cuts service mid download!! (0223)

Big email downloads the system shuts down. (0224)

It takes that long to perform a task and when you do start doing something it disconnects, you can't look up websites as it is so slow at downloading information. (0228)

Internet dial up takes for ever to connect and sometimes will not stay connected or send emails through. (0237)

Internet is very slow and unhooks when the lines are busy - not very convent. (0238)

Sometimes the service is terminated but has been a bit better lately. (0246)

Disconnects when using the internet, sometimes very hard to connect to the Internet. (0247)

Very slow, crashes occasionally. (0261)

If it does it cuts out every five minutes. (0265)

Connecting off and on a lot. (0285)

Keeps disconnecting. (0289)

Staying connected when on line. (0290)

14.2 gbs - drops out all the time. (0296)

Very unreliable; we cannot connect or get proper service, if on the odd time we do get onto the internet it is slow and can cut out. (0297)

Falls off at regular intervals sometimes have to have several attempts to go online. (0299)

Can't get on and when you do it cuts out quite often. (0311)

Very slow, often can't connect and it disconnects itself. (0328)

Very, very slow, often can't connect and it disconnects itself. (0329)

Disconnects often. (0330)

I cannot listen to radio stations on my computer plus to send or receive a photo is very slow and just cuts out at times. (0331)

Internet is very slow 19.2 or 21.6 kpbs, once connected and waiting for items to download, you can be bumped off "can't find server" so this can be frustrating!!! (0345)

Keeps cutting out, very slow. (0347)

Often when we down load our connection is very weak or cuts off altogether. (0350)

Slow connecting, once it has connected very slow and cuts out all the time. (0354)

Dial up tends to cut out. (0359)

## **Feeling of being disadvantaged living in a rural area, Lack of choice available**

Have rung several time to get Broadband but our old exchange/wiring is not due for an upgrade and they have no idea when, they say just keep ringing back. (0002)

After ten hours of phone calls to telecom and the people who are contracted to put the towers up if was obvious telecom didn't give a dam - we also had a guy come out who told us we wouldn't receive Woosh. He went to 3 households and they were told the same thing. (0004)

Couldn't stay connected to Xtra so changed, but in a bit of a dip for Woosh. (0005)

Our communication services are really third world. Really a serious issue in this day and age of supposed fast modern communication! (0018)

Internet access very slow cannot receive Broadband. (0024)

Dial up internet as Telecom says we are "in a pocket" for broadband. (0026)

Our son has the computer and he is always saying how bad it is and puts us off getting the internet ourselves. (0029)

It is extremely slow we are unable to access Broadband. (0039)

Exchange not good enough to have computer and fax on same line. (0043)

Unable to get Broadband (Telecom) due to poor lines. Have Telecom phone lines and happy with that. Had to go wireless with Woosh but didn't want their phone service also due to poor quality. The cost for both Telecom lines and Woosh internet is more than we'd prefer but our only option. (0050)

We cannot access broadband, so we use slow dialup. Invercargill is only 10 mins away. (0051)

Woosh cuts out, loses base station. Xtra is very slow on dial up connection. (0053)

Slow service if I get any! Can only get dial up. (0066)

Southland is the third world of internet coverage. No cell phone works here either! How can we carry on in business in a modern world when it is like this. (0071)

Slow and loose connection as we are on land line, can not get Woosh. (0078)

A bit slow at times, forced to sign up with Woosh as poor internet reception and very slow with other companies. An extra extension aerial needed on roof of house along with 10m cable (2 story house) for internet. (0079)

Can only get dial up and its very, very, very slow. (0083)

Inconvenient, but better than nothing. (0086)

Very slow and we can only get dial up. (0087)

AT BEST only option is dial-up, apparently no future plans for expansion? In my opinion poor considering speeds found elsewhere and Gorge Road is hardly remote. (0089)

Satellite internet is expensive because dial-up internet was impossible. Eradicating electric fence clicks on the telephone line proved impossible and Telecom says it was our problem to solve (but not occurring on our farm). (0091)

We have experienced computer internet difficulties elsewhere so no computer here until things are sorted out! (0117)

Have had dial up and it was so slow we got it disconnected. Woosh only worked in one position in the house. (0120)

Internet slow and can't always get logged on, I look forward to Broadband. (0121)

Internet dial-up access only. (0133)

We don't have the internet because dial-up is even slower here than normal (download 3 small pictures in half an hour) and broadband is far too expensive because we would have to get a dish. (0139)

We have not bothered to access internet because others have so much trouble. (0140)

We have a computer, but are not connected to internet. The reason for this is very poor internet connection this is very frustrating, as our oldest child has started Menzies College this year, and needs to be able to access the internet for homework requirements. (0163)

Slow internet, haven't checked whether we can get Broadband but are the second last house on Edendale line on our road so probably unlikely. (0179)

We are unable to access the closest Woosh tower because of trees etc. signal is often weak and poor quality. May improve if we can get receiver higher. (0182)

Can't get Telecom Broadband, too far from exchange, its amazing how far NZ is behind the rest of the world and Kiwis just accept it and pay huge bills to Telecom for a 'Caste' type service, if you live in a CBD your ok, but 'go fish' is what you get if your Rural. I am not happy with NZ Broadband as a whole. I worked in town and the internet connection to the Council offices from their other branches was absolutely snail pace! But at home we are on Woosh as we can't get Xtra or any other hard connection due to being "too far from the exchange" (TELECOM suggested that I canvas my neighbours, and get them all to log onto the website and if they had enough (SUCKERS) a herm I mean prospective customers - they would think about putting an exchange in at the Omaui Road junction! How smarmy is that - they not only want me to do their job for free, and more than likely charge me (and any other neighbours) an extra huge charge for connecting to the new line! I am new to the area (1 yr) and don't know the neighbouring houses other than my nearest neighbours who is a pensioner, and thought it would seem quite rude to go door knocking and asking this question anyway. If you want I can retrieve the replies from Telecom (can only provide dial-up!) and send you a copy (I am due to send another one as I have spotted a cable laying machine on the Bluff Hwy, and I am wondering if they are actually doing something about the diabolical lines from the boundary down to Bluff and townships on the way. COMMENT NOT FINISHED BEING ENTERED. (0188)

Although we have dial up internet (with Telecom), it is extremely slow. I am in the process of looking in to getting broadband (probably go with Telstra Clear) at the moment, but I have been told that Kennington has one of the oldest phone exchanges in the country, and therefore I am wondering if broadband will be a disappointment too. (0189)

Dial-up is rather slow. Not within broadband coverage area. (0194)

The internet varies from poor to average.... and considering we are on broadband, we might as well be on dial up for all the mucking around we have. Sometimes it's not even usable. We have

our Ariel on a pole on our roof and it was installed by a telecommunications firm not ourselves. You would think that being so close to the city things would be better.... we used to live at Mokotua..... which was why we connected to broadband in the first place because dial up was a nightmare..... things haven't improved a whole lot. (0195)

The internet service is slow and to get help from the support team is harder as we are rural. (0199)

We cannot access any Broadband or Woosh facilities. (0203)

If there was broadband I would sign up for life. (0204)

When I go to other places. I realize how slow the service is. (0205)

We can't get Broadband we were told. (0211)

Very expensive to get Woosh and with no promise of better speed with broadband. (0225)

Slow and no broadband. (0224)

Very slow, can't get broadband etc. (0227)

If we could get broadband it would be a lot cheaper than Woosh (0231)

Why should rural tax payers have to pay more for internet than townies? I'd love to have the internet if we are treated equal. (0257)

Slow dial up connection, cuts off at will. Broadband is not an option, without a satellite. Can't help wondering how many people would have broadband if they all had to pay for satellite dishes. (0258)

Broadband is not available, dial up speed very variable, frequently affected by electric fences shorting. (0276)

We are unable to get broadband so service is slow sometimes freezes and we are unable to access some services available to broadband customers. (0279)

Slow dial up, cannot get Broadband or Woosh. (0282)

Slow - very, no high speed internet. Increasing problems with integration due to lack of speed. (0287)

Certainly not keen to invest in MP3 etc as speed/time to down load music not worth it. (0288)

No broad band access available except satellite (which is too expensive). (0293)

We had to get satellite (very expensive!) internet to get any reliability at all. It is very good, but VERY expensive. (0295)

Hunt Rd, Katea Rd - coils, coils, coils everywhere, Broadband service not available 4 kms from Owaka! (0296)

Very unreliable; we cannot connect or get proper service. (0297)

We are travelling through Waikawa and have no internet or cell phone services. Why? We can get it just about everywhere else on the West Coast for safety reasons especially would love to see coverage every where. (0309)

I feel very disadvantaged for and any personal use eg emails. (0312)

Poor transfer speeds relative to the speed of plan we have to pay. No discount for us even though we are told that our phone lines are redundant technology and need upgrading. (0316)

Try to fix problems with this is difficult if you have to use the land line and can't stay connected. (0326)

Just the server problems. (0337)

No current reliable internet providers means both of us need to stay in late at work or make special trips into town to use the internet. (0339)

We would like to offer internet services to our guests but it is no good offering dial up connection when the rest of the world uses broadband. (0341)

Latency is the main problem when connecting to corporate systems (work). Speed is a concern at times, costly. Cost very high but no choice. (0344)

At present 'net and e-mail are unavailable due to provider problems (For which they are most apologetic via recorded message) but 'net has always been slow and unreliable. (0346)

With Woosh as this is the only Broadband option for us. Can't get Telecom Broadband. (0348)

No Broadband with Telecom. (0349)

We can't get broadband either through Telecom or Woosh. As we are the last house on the Invercargill exchange our dial-up speeds are very slow. We feel that this totally inadequate, as we only live 20 mins from Invercargill. (0350)

Have tried to get dial-up broadband but too far from exchange and we are in hollow so unlikely to get Woosh from either Kapuka or Glenham would need aerial. (0355)

We have had to purchase Farmside to get Broadband service. The dial up was very unreliable. Why should we have to pay so much extra to get a service others get for very little. (0356)

## **Slow/unable to open web pages with photos, download information**

Couldn't even load the CRT site it was forever timing out. Pathetic Telecom. (0004)

Never brings up home page (not too big of an issue). (0003)

Connection is not quick/quality enough for some web sites. (0032)

Internet with Xtra is a total disaster frequently unable to open sites. (0062)

Internet very slow and after down loading something for 4 or 5 hours it tells you it didn't work and you should try again. (0065)

Slow to down load and access to web sites is poor. (0088)

Sometimes wait so long while a program is loading, then it freezes. (0097)

Internet cuts in and out, takes along time to even dial-up. Then takes even longer for home page to come up. (0101)

My internet service is very slow, therefore not able to download files as it takes too long. (0138)

We are limited as to what we can do because of slow downloading. (0148)

When we had dial up it could take up to 4 hours to download file and staying connected was difficult. (0162)

Slow to receive access to the internet and slow to download. (0168)

It is very frustrating taking ages to download. (0171)

We have very slow dial-up connection and extremely slow down loading email time. (0183)

Getting messages off the computer or down loading reports takes ages, the fastest we can get is 26mb. (0184)

Cannot look at lots of pages as the speed is so slow they do not work properly. (0208)

Can't download at certain times, can't down load certain content. (0209)

Hopeless to download big pictures or files always jammed. (0213)

Slow internet service, downloading not always viable as takes so long. (0214)

We have to be prepared to wait 15-20 minutes to log on for checking killing sheets. (0220)

You can't look up websites as it is so slow at downloading information. (0228)

Down loading anything with pictures or scanned items. Have almost given up looking at web sites. Very erratic, sometimes ok, sometimes can't show page. (0244)

Haven't high speed internet so can't down load big amounts. It's ok for internet banking and email. (0246)

Long times down loading information, unreliable for internet banking. (0258)

The difficulties with our internet service is that it is so slow, it takes so long to down load any thing. Also having your telephone line tied up when on the internet. (0278)

Until we got Farmside in 2006, erratic dial-up and very slow download. Top speed 21 kbs. Couldn't really go into websites, wasn't worth the hassle. (0281)

Slow - very, no high speed internet. Increasing problems with integration due to lack of speed. (0287)

Certainly not keen to invest in MP3 etc as speed/time to down load music not worth it. (0288)

Can't access/down load a lot of things. (0293)

Intermittent server problems unable to connect or access web sites frequently other times runs well. (0303)

Internet is painfully slow/hopeless trying to download stuff. (0305)

Never down load anything because it can take an hour or 2, no exaggeration. (0315)

It is very slow to do internet banking, use Trade me and other services such as booking air line tickets. (0319)

Almost impossible to download something bigger than 1MB. (0320)

Z servers and PCs at 85ms. downloads at 30kbs on broadband. A friend in Dunedin does 150 on a less expensive plan. (0333)

Quite often internet connection is very slow, takes ages to view pages and more often than not we give up. (0338)

Very slow, unable to download pictures, blocks our land line phone. (0342)

Internet is very slow 19.2 or 21.6 kpbs, once connected and waiting for items to download, you can be bumped off "can't find server" so this can be frustrating!!! (0345)

Our download speed is an average of 3 kbs the maximum is 5 kbs. Often when we down load our connection is very weak or cuts off altogether. (0350)

The speed it takes all night to down load its real bad. (0357)

Internet is very slow and cannot often bring up the site you want to look at. (0358)

It takes forever to download anything especially anything with graphics. (0359)

Terrible internet service, have to wait sometimes 20 mins for websites to down load. Downloading photos on email if too big system can't handle it. Have to set aside nearly 2 hours so we can view internet (including downloading). (0367)

## **Slow/can't open emails with attachments/photo's**

The main problem is with emails, takes hours to get emails through if photo's are getting sent quite often it blocks up the emails. (0003)

Email download is extremely slow (especially if an attachment is involved) it may take 2-3 hours to download 1 file. Internet service shuts down for no reason. (0006)

It takes ages for my emails to download (0016)

Often mail will not come through, for the past 2 days mail will not be delivered either. FRUSTRATING!!! (0038)

Painfully slow to retrieve emails. (0054)

Email slow. (0069)

Emails with attachments can take hours to down load. (0088)

Internet is very slow, has hernia, and needs a coffee and a three course meal if downloading anything bigger than the standard email. (no pictures). (0126)

28kbs may have to leave running over night to download any photos sent by family in Dunedin or emails with attachments can take several hours to come through. We are limited as to what we can do because of slow downloading. (0148)

Got broadband as an email took up to 3 hours to download, still fairly slow for broadband. (0149)

Downloading emails with photos and attachments is impossible. I have to use Mailwasher to delete emails with attachments! (0191)

Big email downloads the system shuts down. (0224)

Internet dial up takes for ever to connect and sometimes will not stay connected or send emails through. (0237)

Long download of emails it turns off and then has to start again, at end of telegraph line. Very time consuming getting emails. (0244)

Can't even download any emails with photographs etc. (0261)

Down loading emails with large attachments is also very slow and also for virus program updates. (0319)

I cannot listen to radio stations on my computer plus to send or receive a photo is very slow and just cuts out at times. (0331)

We have very slow internet connection of 24 kmps, this makes the simplest things like internet banking and email very frustrating and time consuming. (0352)

Downloading photos on email if too big system can't handle it. (0367)

## Expense

Slow Broadband speeds although we pay for fast service. (0001)

My dial up Xtra internet service was very poor, to the extent we now pay for satellite broadband with Farmside. (0014)

I often exceed my monthly a/c limit due to the time it takes waiting for these services. (0016)

Back up service from Xtra not great, pay way to much for such an awful service. (0020)

The cost for both Telecom lines and Woosh internet is more than we'd prefer but our only option. (0050)

Satellite internet is expensive because dial-up internet was impossible. (0091)

Internet is not as fast as what I pay for. (0094)

First Clear net and then I hug, then Orcon for internet last 6 or 7 years, dial up even though Telecom tweaked up the line was pathetic, waste of time and money and a lot of nothing, couldn't even get broadband or jet stream. So the neighbours and myself have joined Woosh and soon maybe Woosh telephone, then its bye bye Telecom lines and rental. (0098)

Telecom constantly fails, poor speed and costly. (0111)

We don't have the internet because dial-up is even slower here than normal (download 3 small pictures in half an hour) and broadband is far too expensive because we would have to get a dish. (0139)

Cost me over \$150 extra to Telecom to get broadband working felt this was unfair as it was their lines. (0149)

Could never get on it on Dial-up had to go to Broadband which is too expensive also too slow. (0159)

We have been looking at Woosh but its another big expense. (0184)

For two-way satellite we pay approx \$100 a month for this service. We keep Xtra too, for emergency back up at \$10 a month. (0186)

Can't get Telecom Broadband, too far from exchange, its amazing how far NZ is behind the rest of the world and Kiwis just accept it and pay huge bills to Telecom for a 'Caste' type service, if you live in a CBD your ok, but 'go fish' is what you get if your Rural. (TELECOM suggested that I canvas my neighbours, and get them all to log onto the website and if they had enough (SUCKERS) a herm I mean prospective customers - they would think about putting an exchange in at the Omaui Road junction! How smarmy is that - they not only want me to do their job for free, and more than likely charge me (and any other neighbours) an extra huge charge for connecting to the new line! I am new to the area (1 yr) and don't know the neighbouring houses other than my nearest neighbours who is a pensioner, and thought it would seem quite rude to go door knocking and asking this question anyway.

I am on Woosh and pay \$50 a month, but it is limited. (0188)

We were so fed up with Telecom that we decided to pay \$89 per month plus installation costs to go over to Farmside. (0198)

Very expensive to get Woosh and with no promise of better speed with broadband. (0225)

Woosh cost us \$600.00 (0230)

If we could get broadband it would be a lot cheaper than Woosh, the phone line is tied up. (0231)

Changed to Farmside due to poor dial up connection significant extra cost but necessary for business. (0235)

It will often stay connected but not so that you can do anything, so you end up paying for the minutes but not getting anywhere. Waste of money. (0243)

Xtra very expensive for business use, (line charges and usage charges) Woosh charges one monthly fee. (0252)

We could get wireless through Fenceside but I can't justify spending \$89.00 a month. (0255)

Why should rural tax payers have to pay more for internet than townies? I'd love to have the internet if we are treated equal. (0257)

Can't help wondering how many people would have broadband if they all had to pay for satellite dishes. (0258)

Our internet service is very expensive, but the Xtra connection we previously had was very poor, slow and unreliable (dial up). (0270)

Lots of time can not get air waves not on for the price we pay. (0283)

No broad band access available except satellite (which is too expensive). . (0293)

We had to get satellite (very expensive!) internet to get any reliability at all. It is very good, but VERY expensive. (0295)

We pay for Broad band. (0300)

Go over our monthly time limit because of the slowness. (0315)

Poor transfer speeds relative to the speed of plan we have to pay. No discount for us even though we are told that our phone lines are redundant technology and need upgrading. (0316)

A friend in Dunedin does 150 on a less expensive plan. (0333)

Speed is a concern at times, costly. Cost very high but no choice. (0344)

Pay same as everyone else and get stuff all!!!! (0345)

We only pay for 10 hours a month which costs us \$10 but most of the time we don't use all this time as its just too slow. (0352)

Farmside sounds good but expensive. (0355)

We have had to purchase Farmside to get Broadband service. The dial up was very unreliable. Why should we have to pay so much extra to get a service others get for very little. (0356)

We still get charged the same amount when we don't use it when its not worth being on the net as it is very slow. (0357)

## **Can't/unable to use due to poor service (occasional)**

Very frustrating and pre-Woosh only used internet when you really had to. (0030)

So slow we rarely use it. (0054)

It is very slow so we very rarely use it. (0055)

The internet service is very slow if we can get it at all. (0057)

Slow service if I get any! Can only get dial up. (0066)

It is so slow you give up. (0067)

Internet sometimes (often) won't connect very, very, very slow. (0074)

Internet terribly slow, sometimes won't use it because of this. (0075)

Slow to down load, some days can't connect. (0088)

Sometimes very slow, can't get on line. (0097)

It is so very very slow, in fact sometimes you have to give it up if you are wanting to search more than one thing. (0100)

Sometimes takes ages to work hence don't use it as it should be. (0103)

Doesn't go 99% of the time. (0106)

We have experienced computer internet difficulties elsewhere so no computer here until things are sorted out! (0117)

Internet so poor had it turned off, same as house land line some days ok but other days can't get a good connection have to keep ringing until good connection. (0153)

Sometimes I can't get onto the internet and it's very, very slow!!! (0157)

Our internet service is very slow and frustrating therefore we seldom use it due to its limitations. (0177)

I can't use the internet at home because it takes too long to do anything. (0181)

The internet varies from poor to average.... and considering we are on broadband, we might as well be on dial up for all the mucking around we have. Sometimes it's not even usable. (0195)

It was virtually impossible to even update our virus protection under Xtra. (0198)

We can't get onto the internet half the time. (0211)

We get cut-off the Internet, and some times the dial-up is slow, and we can't get on. (0218)

We've given up looking at killing sheets before because we get brassed off. (0220)

Have almost given up looking at web sites. Very erratic, sometimes ok, sometimes can't show page. (0244)

So slow I end up giving up. When I really want to do something it takes so long. Never download anything because it can take an hour or 2, no exaggeration. (0315)

We can very rarely get onto the internet and service is very slow, if we are to get connected. Try to fix problems with this is difficult if you have to use the land line and can't stay connected. (0326)

Quite often internet connection is very slow, takes ages to view pages and more often than not we give up. (0338)

We only pay for 10 hours a month which costs us \$10 but most of the time we don't use all this time as its just too slow. (0352)

The speed it takes all night to download its real bad. We still get charged the same amount when we don't use it when its not worth being on the net as it is very slow. (0357)

Very slow, 28.8 kbs. Makes you want to give up using it in fact generally means we don't use it for more efficient use of time eg Internet banking. (0360)

## **Affects business/work related communication.**

I have just sold a property that I used to try and do accommodation in but nobody could contact me so it was futile keeping it. (0013)

I am the owner/manager of Catlins Farm stay B&B, I need a reliable internet service source because of my online booking system. The majority of my quests come via agents and I need to confirm with them ASAP. (0021)

Internet connection very slow so takes everything a long time to load, this makes difficulties for homework and for work related activities. (0034)

Unable to pay employees via internet sometimes. Have had to make trips to town to pay when not enough time to use post after finding service poor while on Telecom. Changed to Woosh as telecom system the pits, couldn't use it for farm business sometimes so had to change for these reasons. (0036)

How can we carry on in business in a modern world when it is like this. (0071)

Unreliable, we are running a farming business. (0090)

I use it as part of our farming business e.g. banking, Fonterra and it is very frustrating taking ages to download. (0171)

It's annoying and a pain! When the weather is raining we can't get on the internet for the trees block out the reception, we need access to the internet for herd records updates etc. (0180)

I can't use the internet at home because it takes too long to do anything. I'm a teacher at Southland Boys High School so this means I can't work from home. (0181)

Getting messages off the computer or down loading reports takes ages, the fastest we can get is 26mb. I have to have our service to get reports for the gaming machines so the banking can be done on time. That's another thing Internal affairs made us all do. (0184)

I run 3 businesses at Curio Bay and it suffers from lack of good internet connection. (0204)

I am a stock agent for South Stock if effects my job. (0215)

Our internet coverage is hopeless for running a business, we have to be prepared to wait 15-20 mins to log on for checking killing sheets or internet banking. (0220)

Changed to Farm side due to poor dial up connection significant extra cost but necessary for business. (0235)

Telecom told me our land line wasn't that satisfactory for internet, yet I paid the same price for land line usage as everyone else. (0245)

I have a cafe and at times am unable to pay my staff on time. I have been penalized in the past as unable to use internet banking to pay GST and PAYE due to issues with Telecom phone lines. (0248)

Slow dial up connection, cuts off at will. Long times down loading information, unreliable for internet banking. As a business this is not acceptable. (0258)

Because the internet is slow it's hard to do work related stuff. (0284)

We can't fully run our tourism venture. (0302)

It can take up to 20 min, just to log on. This makes it impossible to do any research on the internet for teaching (my job) at home, which I feel very disadvantaged for and any personal use eg emails. (0312)

Spam and very slow for our business. (0317)

We would like to offer internet services to our guests but it is no good offering dial up connection when the rest of the world uses broadband. (0341)

## Can't do homework/research

Internet connection very slow so takes everything a long time to load, this makes difficulties for homework and for work related activities. (0034)

Time consuming for kids to research for homework. (0030)

Unable to use internet for school projects etc. (0054)

Get kicked off periodically and children are unable to do school work as pictures take too long to come through. (0058)

Stops me doing research for things I'm involved in. Cannot download, or it takes hours to do so. (0075)

It is so very very slow, in fact sometimes you have to give it up if you are wanting to search more than one thing. (0100)

He uses the internet for homework, but if he needs to download anything big it can take days. (0188)

We have a computer, but are not connected to internet. The reason for this is very poor internet connection this is very frustrating, as our oldest child has started Menzies College this year, and needs to be able to access the internet for homework requirements. (0163)

The children often want to use the Internet for homework but it takes far too long to look for some things. It often takes 10-20 minutes just to connect to the internet, sometimes longer. (0219)

It is extremely slow and frustrating with very slow internet connection. It can take up to 20 min, just to log on. This makes it impossible to do any research on the internet for teaching (my job) at home, which I feel very disadvantaged for and any personal use eg emails. (0312)

Children don't use the internet because of being so slow. (0342)

My children do a lot of high school homework on it but get extremely frustrated. (0359)

## **Quality weather dependant**

Internet is terrible. Very slow and even worse when raining (I think the moisture affects the lines). (0055)

Internet ok just have trouble when weather is poor. (Southland, Watuna ie quite often). (0059)

Internet service fine apart from being slower in wet weather. (0096)

Woosh is fine, unless the weather is terrible, then its patchy. (0174)

When the weather is raining we can't get on the internet for the trees block out the reception.. (0180)

Receiver for wireless internet is placed 3 meters above roof top, the Internet does not go when windy. (0201)

When the weather is bad so is the internet. (0268)

Whenever it is wet we are off the internet connection. (0285)

## **Can't do internet banking**

Previous internet (Telecom dial-up) very slow - sometimes 1/2 hr to bring up a bank statement. (0030)

Unable to use internet banking all the time. (0036)

We have to be prepared to wait 15-20 mins to log on for checking killing sheets or internet banking. (0220)

I have a cafe and at times am unable to pay my staff on time. I have been penalized in the past as unable to use internet banking to pay GST and PAYE due to issues with Telecom phone lines. (0248)

Slow dial up connection, cuts off at will. Long times down loading information, unreliable for internet banking. (0258)

It is very slow to do internet banking, use Trade me and other services such as booking air line tickets. (0319)

We have very slow internet connection of 24 kmpps, this makes the simplest things like internet banking and email very frustrating and time consuming. (0352)

Very slow, 28.8 kbs. Makes you want to give up using it in fact generally means we don't use it for more efficient use of time eg Internet banking. (0360)

## **Ties up the phone line**

Internet is so slow it takes 2 hours just to get on to one program then if you need to go further it takes forever to get to do anything, plus this is all tying up the telephone in the mean time. (0211)

No one could call us when we are on the computer. (0213)

If we could get broadband it would be a lot cheaper than Woosh, the phone line is tied up. (0231)

Slow, blocks the phone line. (0240)

The difficulties with Actrix is it is so slow and sometimes hard to get connected, and uses up the phone line. (0277)

The difficulties with our internet service is that it is so slow, it takes so long to down load any thing. Also having your telephone line tied up when on the internet. (0278)

## **Wait till after 10/11pm at night to use**

Can really only be used successfully from 10pm onwards and even then it is very slow so we very rarely use it. (0055)

I often send photos using the internet but don't have much luck during the day getting through. Usually wait until 11pm now and sometimes still try more than once. (0206)

## **Inhibits ability to communicate with family & friends**

Our internet service is extremely slow and frustrating. 28kbs may have to leave running over night to download any photos sent by family in Dunedin or emails with attachments can take several hours to come through. We are limited as to what we can do because of slow downloading. (0148)

Internet terribly slow, sometimes won't use it because of this. All my family live overseas and this is mainly how we keep in touch. (0075)

## **Noise**

Very noisy and slow even on broadband. Exchange not good enough to have computer and fax on same line. (0043)

Internet access via landline is hopeless! Went with Woosh Wireless. Phone lines so poor we cannot receive faxes! Noisy lines. (0099)

## **No problems**

Satellite is the way to go. (0004)

Since we put in the satellite dish it has been good. (0007)

Our switch to "Woosh" for internet service has greatly improved our internet access. (0019)

Internet download speed not as fast as it could be. Probably because of distance to nearest repeater, but overall very good. Light years ahead of Telecom Dial-up. (0028)

No difficulties with internet service. (0044)

Internet ok just have trouble when weather is poor. (Southland, Waituna ie quite often). (0059)

Internet generally good, occasionally slow. (0060)

Apart from slow response few difficulties. (0085)

The internet is good because of the tower being so close! (0092)

Internet service fine apart from being slower in wet weather. (0096)

Doesn't worry us. (0105)

Our internet service is ok. (0113)

Internet is not too bad. (0119)

In direct line with the tower so excellent internet service with Woosh. (0152)

Woosh is fine, unless the weather is terrible, then its patchy. (0174)

The old land line internet was hopeless, so when we changed to Woosh it was a great improvement. (0176)

Woosh wireless broadband service works fine. (0185)

We know have perfect wireless broadband Woosh, thank goodness for Woosh. We have a bad land phone line a lot of the time because Telecom won't up grade the cooper lines. (0190)

Internet access through Woosh is generally good. (0193)

I don't really have any difficulties with my internet service. It's the only one I've had so I don't know if it could be better. (0229)

My internet with Woosh is ok. But when I was with Telecom, dial-up was hopeless. (0245)

Excellent internet service due to being 2-3 kbps from the tower up to 1700 kbps down load up to 400 up load. Woosh needs to finish to Tokanui at least. (0254)

Woosh is better than Telecom. (0259)

Not really any problems. (0280)

With Woosh none. (0286)

Owaka township okay for internet. (0327)

No problems with internet service. (0361)

Internet a bit slow otherwise ok. (0366)

## Other

Don't have computer or cell phone, but recognise the benefits of improved communications. (0197)

Woosh just say, we don't support webcam and gaming?????????? Talk about a cop out! What do they think people want the internet for! The ICC council are trying to sell the idea of an industrial park and even a movie studio, could you imagine the movie industry from around the world working on Woosh??? Or dial up!!! It's laughable! People who have lived or worked abroad say in UK, USA are astounded at the terrible two tiered service that NZ residents have to put up with. And this is my biggest annoyance, that there is a two tiered service, if you live in a CBD then your sweet as, but live in the sticks let alone further out! And they are not interested! But Telecom spend HUGE amounts of money on advertising their product, WHY most of NZ have no choice but to be with them anyway and I think they should HALVE or more their Advertising budget, plough the money into the infrastructure so that the Lines are updated, and then maybe the whole of NZ could come into the 21st century and join the rest of the world! BT got their butts kicked in the UK because USA Cable Giants came in, laid in their cable lines, offered customers an alternative. Cable TV, internet and phone line and low and behold the UK residents jumped ship in droves and BT had to take action and overhaul their lines and offer a comparable service to keep and win back the customers they had a monopoly on before the competition was allowed. (0188)

Don't know no internet. (0260)

Don't have the internet. (0264)