

Netspeed Longreach - Fail

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customer service

isp

longreach

netspeed

pennytel

Well, after a month of pain I decided to throw in the towel with Netspeed Longreach. I had simply had enough of poor customer service (including technicians not turning up for their appointments, no replies to emails).

I would urge anyone considering using Netspeed to look hard at going with any of their competitors (I'm now back with TPG (on ADSL1) who in my experience provide good service).

FYI, the service kept dropping out on me - and even when it was connected I was lucky to see more than 3mbit down (which is a bit less than the marketed "up to" 14mbit).

On another note, my Linksys ATA adapter arrived from Pennytel (which is now connected to our new Oricom cordless phones (got three of them scattered throughout the house)) - working well, getting crazy-cheap calls using VOIP while still receiving land line calls over our existing Telstra line.

One downside to the device is that it is locked for the first 6 months of owning it - this wouldn't bother me too much, however the time is incorrect on the unit, and all of the handsets are syncing their time off it - and you need admin rights to reset it!

I've logged a support call with Pennytel who are trying to come up with a work around.

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