

2024 REGIONAL TELECOMMUNICATIONS REVIEW.

My name is [REDACTED] and I live at [REDACTED]. My phone number is [REDACTED] and my e-mail address is [REDACTED]

For more than twenty (20) years I have been in constant conflict with both Telstra and Optus with regard to the poor mobile telephone and internet service in [REDACTED] which is a community in excess of [REDACTED] population, just [REDACTED]
[REDACTED]

I have made numerous complaints both in writing and per telephone conversation to both telcos, only to be told on many occasions that they do not consider it a “viable proposition” to invest in further infrastructure to alleviate the “poor coverage footprint” (their words) in this area.

I am unable to make/receive phone calls in every part of my home. Mostly, and intermittently, I find it necessary to sit on my front verandah and yet phone calls also often drop out mid-call from there. Incoming calls frequently do not come through and SMS messages have been known to arrive the next day or not at all.

I recently conducted a survey of [REDACTED] residents which I have submitted to my Federal [REDACTED], and in which it is shown that I am not alone in this and that the problem exists throughout the community. I am also informed that the same situation exists for the next northerly suburbs of [REDACTED]

I am of advanced years [REDACTED] and I have frequently expressed my concern with both Telstra and Optus that some day I may not be able to make a triple 000 emergency call. Both telcos went to pains to advise me that it was “set in stone” that a triple 000 call could be made at any time even in the case of a carrier being “off the air”.

Indeed, on 14th February, 2023, in the kitchen area of my home I needed to make a triple 000 emergency call when the message “not registered on network” appeared on the screen of my mobile phone. Fortunately, I was able to walk to the front verandah to make the call, the result of which I spent the remainder of the week in hospital. A more serious emergency could have had a far worse result. It is worth noting that one does not need to be of advanced years to need triple 000 service.

In this regard, when I informed the Minister, Ms Michelle Rowland, her reply was that one should make arrangements to have “an alternative source of communication”. I am at a loss to understand how this could be achieved away from the home where a lot of triple 000 calls are made.

Written representations to both telcos, the Telecommunications Ombudsman, and Federal Members of Parliament including the relevant Minister have all proved fruitless.

The above is a brief outline of the poor communication that exists in the [REDACTED] and surrounding areas. There is more detail, too much to include here, however I am prepared to attend, if necessary, any interview required to further assist in resolving this problem.

Sincerely,

[REDACTED]