

Our Ref: RFNSA User Query – Telstra – [REDACTED]

The Honourable Michelle Rowland MP
Minister for Communications
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Blacktown, NSW, 2148
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TELSTRA MOBILE CAPACITY AND COVERAGE IN GREENBUSHES

Dear Minister Rowland,

We hope this letter finds you well. As representatives of the Shire of Bridgetown-Greenbushes, we are writing to express our concerns regarding the performance of the Telstra mobile network in Greenbushes, Western Australia and the lack of action by Telstra in rectifying the issue. In effect, Telstra is claiming to sell a product it is not delivering – a direct breach of consumer law.

The residents and businesses within our Shire have been experiencing significant issues with the reliability and quality of mobile service provided by Telstra. Many residents frequently experience weak signal strength, resulting in dropped calls and poor voice quality. This is especially problematic in emergency situations where reliable communication is crucial. In addition, the mobile phone data service is often slow and unreliable, making it difficult to perform basic online activities such as browsing, emailing, and using essential applications. These issues have a significant impact on both personal and business-related activities, including that of the Councils operations.

According to Telstra's coverage map, Greenbushes is supposed to have full mobile coverage. However, residents and businesses are paying for a service that does not meet these advertised standards. This discrepancy between the promised and actual service is unacceptable and needs to be addressed. The reality is that certain areas within Greenbushes have little to no mobile coverage, leaving residents without access to essential communication services. This is a major concern for those who rely on mobile phones as their primary means of communication. There is no doubt that this is breach of a consumer law.

Despite numerous complaints from local residents, businesses and Shire officers, Telstra has consistently maintained that they cannot detect any mobile issues in the area and that no improvements are planned. This lack of acknowledgment and action has been extremely frustrating for our community.

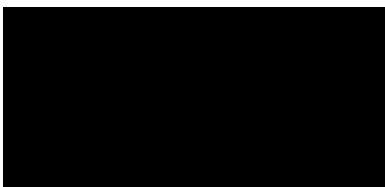
It is important to highlight that Greenbushes is home to the largest lithium mine in the world. This mine plays a crucial role in the global supply chain for lithium, which is essential for batteries and renewable energy technologies. Reliable mobile network performance is vital for the safety of the many workers and their families who live in the area.

Given the significant economic contribution of the Greenbushes lithium mine to both the local and national economy, it is imperative that the mobile network infrastructure supports the needs of all who rely on it. Enhancing the network infrastructure and ensuring consistent and reliable service will greatly benefit the residents, businesses, and the mining operations in our community.

Also of importance is that Telstra has committed to providing a new tower to service the mine site and the accommodation within the mining envelope but refuses to extend the coverage to cover the neighbouring mainstream townsite. This is inexcusable as the townsite is adjacent to the mine site.

We kindly request that your office address these concerns with Telstra to improve the mobile network performance in Greenbushes as a matter of urgency. Thank you for your attention to this matter. We look forward to your response and any updates on the actions taken to resolve these issues.

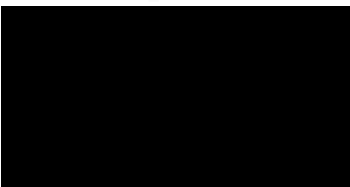
Yours sincerely,



Shire President

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