

From: [REDACTED]
To: secretariat@rtirc.gov.au
Subject: Non-existent, reliable internet and Mobile phone service - Bonnie Doon Vic 3720
Date: Wednesday, 14 July 2021 7:13:49 PM

[REDACTED]

Good evening,

I would like to lodge an official complaint with regards to affordable, reliable internet and Mobile options available to us in Bonnie Doon Victoria. Myself, and a number of my neighbours are experiencing telecommunication issues and internet issues constantly some cannot get internet nor mobile phone service at all.

A search on our address here at (enter your address), shows that we have only one option – Satellite -. Satellite is a low data, highly expensive internet option! We are here due to a motor vehicle accident which forced my husband to quit his 30 year, high income, career and we had to sell our home of 11 years and are now on disability pension. This has to support our family of five and there is no spare money left for expensive internet options.

I took a punt that mobile broadband would work here and asked Optus to send a modem to trial their internet service....we get only 500gb of data and it costs us more than your standard fixed wireless broadband, which is unlimited. This service worked considerably well during covid lock down...NOW we are finding, being in a high tourist area – when everyone comes out on holiday or to stay at their nearby holiday homes – our internet service and mobile phone service becomes nonexistent! (there is no home phone available here nor ADSL as we are too far from the exchange)

SO we have no reliable form of communication for emergencies, nor online banking or online communications! With an unwell husband that I care for now, this is unsatisfactory – we were not aware of the lack of internet here when purchasing as the Real Estate neglected to advise us – even though we asked specific questions before purchase -. We did not find out until after monies had changed hands.

This is a matter of urgency and would request a prompt response to my complaint and help of some nature from this governing body, whether it is in the form of subsidy for a better, reliable service – at an affordable cost with decent data (we average 400 to 500gb a month as our twins are doing year 11 at the moment and do all of their work online, video stream and conference call for their education. As Victoria is continually going into lock down this is of utmost importance when my girls need to do their schooling from home AGAIN.

I look forward to your URGENT attention to our situation!

Thanks & Regards,

Clara Bevis