

Shark Creek Taloumbi Telecommunications Issues August 2012

[REDACTED]

Our telecommunications are not great in Taloumbi. We are connected to satellite internet which helps some, but it is also not always reliable. The internet can be very good on a clear day but is affected by clouds and heavy smoke. We have Telstra cell phones, which I think used to have better service, but it seems more recently, it drops most calls, goes straight to voicemail if someone calls in. I do believe it was better even last year, but somehow it has gotten worse. Text has been our easiest way to communicate as making calls is frustrating.

Even when calling neighbors, we try wifi calling more often or messaging through FB messenger. It works differently for all of us.

In the event of an emergency, we own a few walkie talkies that we use with the neighbors in the event of fighting a fire.

We have a Telstra landline run down our road. I once inquired about the fees to connect and they were an incredible amount to run the cabling, so this option we did not do. Maybe if funding was there to run landlines this might help?

[REDACTED]

Telecommunications in this area isn't the best particularly if you have Optus mobile and my land line hasn't been working for about 10 years we have to hot spot our mobile phone for internet

[REDACTED]

We have a property at Taloumbi [REDACTED]. We have very patchy coverage and have invested in a booster for the house and the sheds.

A lot of the farm does not have any coverage if you leave the hill away from the boosters. For example, areas where we fight the fire on our boundary does not have any coverage.

Internet connectivity is pretty hopeless and patchy as phone lines very poor. 4G near the boosters is workable not reliable as it will fade out.

[REDACTED]

[REDACTED] wallaby lane has no reception for a mobile phone

[REDACTED]

It may sound silly but we haven't had as good of communication here particularly since March/April this year. It was in our opinion a little better 2-3 yrs ago. Currently we flip between 3g and 4g connection and often unable to make or receive calls and has had and is having a major impact with us having 3 high school children and my work needing phone contact. We are in Taillem Drive, Taloumbi and my contact is 0428167890. We are with Telstra if that helps.

[REDACTED]

I live in Taloumbi and I use Telstra as my phone service provider. My phone service and internet connectivity is terrible.

Mobile:

1. I cannot always connect a phone call. I ring a number and it takes a long while to start ringing or just fails to connect.
2. When I do connect my phone drops out when I'm talking and then I can't always reconnect. (This is to landline numbers as well as other mobile phones.)
3. My phone doesn't always ring on an incoming call and just goes to voicemail instead. (I have missed two Doctor phone appointments because of this.)
4. I send a text message and it can take as long as 2 hours to reach the recipient.
5. Text messages have to be resent several times.
6. I now have to walk about my property trying different areas to get my phone to connect so that I can make or receive a call or send a message. (This is not convenient at night or in rainy conditions.)

I have recently tried an Optus sim card in my mobile as this was the only solution suggested by the tech experts at the Mobile Barn in Maclean, but it has made no difference and Optus has no better coverage in my area than Telstra.

Landline:

I still have the copper wire landline system that works most times but struggles during very wet weather and failed altogether during the last bushfire emergency.

I am constantly being told by Telstra that this service is going to end.

Internet:

There is no fibre optic cable or fibre to the node available to my address.

I have very poor ADSL internet provided by Telstra down the copper wire system. I have 1.26 Mbps download and 0.72 Mbps upload.

This is very restrictive and limits what I am able to do online. I am not even in a position to access entertainment like other Australian residents as my download speeds cannot accommodate clear viewing of internet TV.

My opportunities are severely curbed by this lack of internet connectivity and I feel left out of the internet revolution.

My only other option is satellite internet, which I have investigated, but was told that my property was not a good candidate because of trees and satellite direction. Several other impediments were mentioned such as weather interference and slow speed but I confess that I cannot remember them all.

During the bushfires of 2019 our mobile phones ended up being the only way of communicating. The power was off, the landlines were down and we relied on our mobiles to follow the "Fires near

me App" and to ring for emergency help from the fire brigade, which we had to do several times. Our mobiles were the only way we could stay in touch with neighbours and coordinate fire fighting efforts as the bushfire raged around us.

I feel that we need a mobile tower on Shark Creek ridge to cover this area as there are many more people living locally than ever before. The mobile tower in Maclean covers the Yamba area superbly but does not reach Taloumbi.

If you could do anything to help us get better telecommunications services in this area I would be very grateful. I fear that our coverage has become so poor that it is dangerous and sooner or later will cost someone their life.