

To: The Committee
2021 Regional Telecommunications Review

Submission From: John Reid

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Submission:

Poor Mobile Phone Reception (substandard) in Blackbutt Av, Kurrajong St, Angophora Pl and Cobbadah Av, Pennant Hills.

I make this submission having recently lost a cell phone and having to purchase a new iPhone 12 replacement. I then set about to download the ServiceNSW App, Google App and myTelstra App. I was particularly concerned to have the Service NSW App on the new phone as it is required to "check in" via their QR code prior to entering most if not all places like my local supermarket, my doctor's surgery & etc. The new phone is capable of receiving both 4G and 5G signals.

This top of the range, state of the art phone, has a very clear signal strength bar graph for 4G transmission showing on its home screen, 4G being the best signal available from my service provider Telstra for my immediate area above. I found the max. Telstra signal strength the phone received, at both peak and non peak day times & outside in every street noted, is/was 1 bar, ie 25 % strength. I then checked where the strength was best and found that 4 bars showed when at the soccer field within the Pennant Hills Park, and in Hampden Rd at the Pennant Hill Rd end.

This weak (substandard) signal strength in my street area is/was insufficient to download the 3 Apps noted. By taking the phone to the soccer field, and / or the Hampden Rd location noted, all 3 Apps downloaded successfully within a minute or so.

There would have to be well more than 50 homes in the affected poor reception area noted, and notwithstanding repeated representations made over the last year or so to Telstra by my Federal Member, and promises made by Telstra, the miserable signal remains.

Surely Telstra's license has obligations that make Telstra accountable to provide the service I pay them for, ie at least sufficient to be able to download the ServiceNSW App at my address ! The fact that I can get full signal at the soccer field yet only 25% at my street address, which is about 500 m away over flat terrain, is not beyond them.

John Reid

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