

[REDACTED]

Telecommunications submission – August 2021

NBN

It is pleasing that NBN appears to have upgraded our HFC service over the past 12 months. and we are no longer experiencing frequent dropouts during the working week due to previously very limited upstream speeds in 2020.

Unfortunately, mobile 4G can't be used as a backup if the internet goes down – see below.

Mobile Service

Once again, we are required to work from home during Covid lockdown. Unfortunately, working from home still remains very challenging due to a very marginal mobile signal in our location.

We experience frequent call dropouts and poor quality reception.

It is hard to work efficiently when you struggle to have clear conversations....or need to call back due to dropped calls – and rejoin the call centre queues.

At best we have 1 bar service (both Telstra & Optus) as there are no unobscured phone towers close to us. We have Iphone and Samsung handsets – not really any difference. Phones are also connected to Wifi calling.

(I have also discussed the mobile services with someone at Vodafone, who doesn't believe they can offer any better service than Telstra/Optus in our location.)

We live in a high risk bushfire risk area, so it is important for us to receive mobile Rural Fire Service updates.

Please consider an upgrade to provide a more reliable mobile phone service in our area.

Thank you.

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