

From: [Glenda And Phil](#)
To: secretariat@rtirc.gov.au
Subject: Regional Telecommunications Review
Date: Tuesday, 17 August 2021 12:06:28 PM

Secretariat,
Regional Telecommunications Review,

17/08/2021

Reliability of phone and internet services.

We both retired, and moved from Greensborough, a suburb of Melbourne, to Corop in North Central Victoria, some 3 years ago. We are now 2 hours from Melbourne.

The differences in phone and internet services is like night and day!

Although there is a home phone socket, there was no mention of a home phone when we moved, and we didn't pursue it. Therefore we have to rely on our mobile phones, which are not always reliable! Quite often we have found that if you're on a call, and the wind is blowing somewhere, the call drops out! Rarely does the phone indicate full signal bars - just looking at my phone now, it's showing 1 bar... - and you can watch the signal fluctuate between 3G, 4G and H... (whatever that is...)

Also, depending on who you are messaging, SMS texts can be sent one day, and sometimes received the next day!

Internet service is also patchy. Websites constantly drop out and have to reload.

Some websites won't even load properly, and it doesn't matter which device you use, whether it be phone, iPad or laptop. We recently had to 'attend' a funeral online via our laptop, and the signal continually dropped out, meaning that we kept having to refresh the page, and it made the experience rather disappointing...

With the onset of covid, if we'd had to work from home, that would have been near on impossible!

And I know that it's not really part of the discussion, but even the radio service is barely adequate. We had a digital radio in Greensborough, and enjoyed a variety of stations, whereas in Corop, the digital radio signals are non-existent! Even Melbourne AM stations have to be accessed via regional stations. Eg: To listen to 3AW, it's either via 3SH Swan Hill or 2QN Deniliquin.

Feel free to make this submission public.

Philip Minns



Sent from my iPad