

Submission to the 2021 Regional Telecommunications Review

Since March 2021, following Telstra notification of upgrades occurring in our district, both my Internet and Mobile Phone services have been erratic at best, and non-existent at worst. The issues are:

- Mobile phone regularly drops out
- Callers report my voice is coming across either as static or it sounds as if I am actually having a stroke!
- Internet (wifi) connection is so erratic and swings from perfect connection to anything from 10 minutes to 10 days with no service at all.
- I retired as a Family Dispute Resolution Practitioner in April 2021 and had planned to work privately. However, the above issues with both my mobile phone service and internet service have caused me to postpone my family mediation business because of connection problems. Not only am I very concerned not to be able to continue this work, unless I undertake a nominated number of hours of face to face work, I will lose my Registration and a certain amount of retirement income.
- The connectivity issues have also made it virtually impossible to have Zoom connection with my family in W.A. and overseas, as well as any Zoom meetings with friends or colleagues I have been having up to March 2021.
- I have made two submissions to the Telecommunications Ombudsman about this issue. The first response from Telstra was that there is nothing they can do as I live “in a patchy area”. I was also told that it might help if I purchased a smart aerial (??) inside and something similar outside – a cost to me of \$1800.
 - My response to that was, until March 2021, I had virtually no issues with either my mobile phone or internet connection and I have lived in the same house since 2003.
 - Additionally, I have nothing physical to block connection (like trees etc), and from my house – on a hill – I can clearly see the top of Mt Canobolas (at Orange NSW) where there is a Telstra tower.
 - I am very reluctant to pay \$1800 for smart aerials with no guaranteed that will help?
- I have so far not had a response to my subsequent submission to the Telecommunications Ombudsman despite being informed I would hear from them by 5th or 9th August 2021.

The last time I looked, we weren't living in a third world country and from my experience, third world countries have far better internet and mobile phone coverage.

It is a disgrace when people are unable to keep in touch with family, especially in these Covid times, or are unable to conduct a business.

I wouldn't be so upset and angry if we had moved here in 2003 and never had good mobile phone and internet coverage, but this has happened **since March 2021**.

I would like to know WHAT IS GOING ON but nobody seems to be able to give me an honest answer.