

To whom it may concern,

I wish to put forward a submission for the telecommunications review as there are blackspot areas around Neilborough, Raywood & Sebastian. We pay for a service & receive minimal to SOS service. I have contacted other authorities who advised me to put this submission in. Please consider our area for upgrading.

Regards,  
Jenise Smallman



Begin forwarded message:

**From:** [REDACTED]  
**Date:** 18 August 2021 at 10:10:27 am AEST  
**To:** [mobilecoverage@communications.gov.au](mailto:mobilecoverage@communications.gov.au)  
**Subject:** mobile service

To whom it may concern,

I live in a small rural town, Neilborough Vic, I am approximately 20-25km away from two mobile towers. My little area has extremely bad mobile service no matter which provider is used. My mobile shows SOS 99% of the time. I have nbn & VoIP but the handset only works up to 35 metres away from the modem. I live on a few acres & had a fall, I had to drag myself to a tree to try & get myself up, I have artificial knees, I had my mobile phone on me but, NO service. Our electricity does go out at times & I have experienced no power for 18 hours leaving me with NO emergency contact. With very hot days during summer the nbn drops out. I contacted the ombudsman, they suggested I contact my provider, they investigated & said it was an issue where we live. I have had a telco test the tower output, which there are 2, they have said there is too much interference between our town & the towers. They also said they couldn't guarantee a costly directional aerial would work. I have exhausted all avenues to try & rectify this issue, without success. I am an aged pensioner & I am paying for inferior service. There is no other avenue open to me & there have been many complaints about rural mobile service on Current affair. So, what do we do to get the service we are paying for. Our town will be very pleased if you can have this issue investigated & rectified.

With regards,  
Jenise Smallman