

2021 Regional Telecommunications Review 1 Department of Infrastructure, Transport,
Regional Development and Communications.

To who it may concern,

We would like to draw attention to the lack of reliable service at [REDACTED], Murray
Downs NSW

Our house is situated approximately 5 km from the Swan Hill tower and mobile phone
reception is impossible in the house. We usually have to have to go to the backyard to make
a call, send a text or email. No private calls can be made as we have 4 house yards joining
ours so we are within hear range of several neighbours.

Weather conditions outdoors are often not inviting for making calls especially on winter
nights.

Mobile calls often drop out so when on an extended call with a service provider you lose
that call and the person you were dealing with. Consequently, you have to start again from
scratch which often entails a long wait to get connected again.

If an emergency arose a person would have to be left alone while a call is made. An unsafe
and an unsatisfactory situation for someone to be placed in.

Internet is pathetically slow and at times unavailable.

This is an age where we are expected to use internet to pay bills, access information, our
bank account, government information, make appointments, attend Zoom Meetings, attend
Telehealth appointments, do shopping and many other online communications. How can
this happen when internet speed often won't even facilitate completing banking before the
connection is timed out.

Why should we in Australia be living with Third World technology?

The cost of supply is the same whether provided with good or very limited resources. What
has happened to fair and equitable? We are being had!!!!

We would appreciate our mobile and broadband services being improved to 2021
standards.

Regards

John & Lorraine Steer

[REDACTED]

[REDACTED]