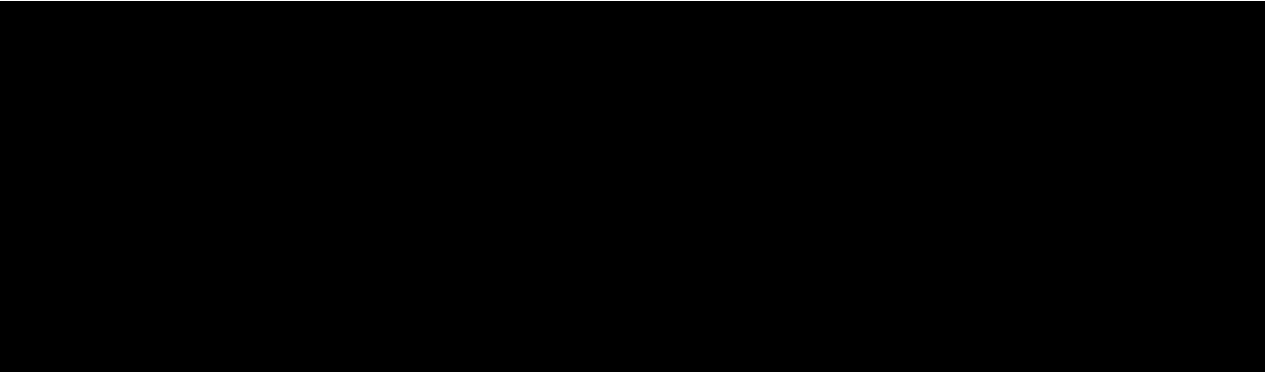

Hi

On 12 August we submitted the below:



Today we attended:

Regional Telecommunications Review - Goldfields & Esperance Consultation

At that forum we were requested to provide additional information to the above submission we have already made.

The additional information is:

Congestion of Rural Telstra Telephone Towers

As per our submission we are a small 100% indigenous very remote Shire in WA.

As all housing stock in our Shire is State owned (who are exempt from Council rates) we have no Ratepayer income like a normal Shire.

And as we are very remote and the difficulties of getting professional staff we embraced the concept of 'remote working' long before Covid made it fashionable.

This consisted of staff being paid an 'allowance' to use their personal mobile phone tethered to the 4G network to enable remote working.

What we discovered was that if you are near or in a large regional centre the bandwidth available is generally fairly consistent.

But in smaller rural communities the local 4G tower is often congested and particularly on weekends when tourists are in town that the download speeds drop down to less than 1mbps.

As such making 'business remote working' near on impossible as we cant hold connections to our 'business systems'.

This has been experienced in Victorian, WA, Qld and NSW rural locations wherein the download speeds almost disappear after school finishes and at night or on weekends if a tourism location. After many complaints to Telstra it is now obvious that they know a lot of their 4G mobile towers need upgrading as they cant handle the extra data traffic required in todays connected world.

But this does not stop them from undertaking 'Unconscionable conduct' in selling products that

purport to solve this issue for small business.

Unfortunately the Adaptive Plan – Business Priority really only works in larger areas where there already is good bandwidth.

If you look at the information below you see that:

- What they provide on the internet Att 1
- What they lead their selling Agents to believe Att 2
- What their internal documents really say about what will be delivered Att 3

We have made many complaints to Telstra and they are not interested and just ignore us.

We have also complained to the TOI who got Telstra to investigate (SR 1-3009618725055) and again they eventually ignored the TOI as they knew as a small rural LG the TOI would not pursue the complaint, which they didn't.

So, if you are in the city they can get away with this unconscionable conduct, but if you are in a rural location you get the same poor service as their network towers are congested and they have conned you into signing over to them as a customer (during the Covid remote working pandemic) on something they know will not be delivered in rural locations.

Regards

Kevin J Hannagan

Chief Executive Officer

Shire of Ngaanyatjarraku



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