

Hello, I am writing in regards to the Telecommunications Review for 2021. This is a subject that is very important to myself, my business and my community. My husband and I are farmers within the Esperance region along the south coast of WA. In years gone by the signal in our area was none existent. We lived by that as there wasn't the need for it. As our area gained better phone tower signal our needs matched what was available to us. This is where things fall down from our point of view. We have kept up with the signal and technical advancements of the world around us, but the signal is diminishing. Every time Telstra does an upgrade to the towers the signal becomes weaker. (This as confirmed by Boyd Brown at our community meeting with Telstra back in May) We have systems on trucks at harvest time which sends all the details about the load the truck is carrying back to our grain handler (CBH) before the truck leaves the farm so that CBH knows what grain is coming in at any given time. Now harvest is an extremely high stress time of year. Add on top of that stress a truck driver that won't move his truck because he can't get signal through to CBH to let them know he is coming. This causes great anxiety and frustration on an already stressed person. We also have the Wonder out Yonder campaign happening at the moment. This is bringing higher than normal amounts of tourists onto our roads and beaches. What happens when they have an accident on one of these locations? Not only that, we can see the phone tower from our farm and still have not enough signal for a phone call. This is our first responders who may be 15 minutes away from a crash site and not getting the message, and the people in trouble having to wait over an hour for an ambulance from Esperance to come. It's not only tourists. Farming is one of the most dangerous industries to work in.

I have heard people say, "oh well that's what you have to put up with if you want to live there..." What a crock!! We are feeding Australia, a first world country. Surely our Telecommunications should be first world coverage as well.

Even security is an issue. People in our area have had to install boosters for security cameras to work and they still have issues with the lack of signal even though they were working fine when they installed them.

Thank you for taking the time to read my email. I truly hope that something positive can come from this review.

Regards

Vanessa Whiting