

Dear Sir/Madam,

As part of the Review into regional telecommunications I would like to bring to your attention the poor mobile phone reception my household receives. We are located at [REDACTED] Beerburrum. Inside the house it is usually impossible to get a mobile phone signal and even when outside the building the mobile reception is still poor! We live about 1km Southwest of the Township of Beerburrum. In the town centre mobile reception is acceptable but where we live it certainly is not!

I hope by bringing this matter to your attention that something can be done to rectify this problem in the future!

Yours sincerely,

Thank you for receiving my submission to the Rural and Regional Telecommunications Review

Telecommunications in my small rural town of Tullamore are unreliable and slow. NBN is not available except via satellite which is no faster than current ADSL2. Trying to get a technician is impossible, I only managed after contacting the telecommunications ombudsman. The service contacts are not in Australia, are very limited in what they can actually do and difficult to understand. In one of my experiences with the support they would not forward me onto a supervisor and offered me technician support if I purchased a plan. Telstra are very poor providers, businesses are paying for excess data as the current service doesn't accommodate video conferencing well. Very inconvenient during covid stay at home orders, but always inconvenient.

Thank you

Barbara Newton

[REDACTED]

Sent from my iPad