

From: [REDACTED]
To: secretariat@rtirc.gov.au
Subject: Telecommunications review 2021
Date: Tuesday, 28 September 2021 6:43:49 PM

Hello

I have a few comments to make. I would have taken time to make more but I only learned of this opportunity today with only one day left of the survey and then only because one individual shared it via facebook to our local community group. That is a major problem that needs to be addressed in future surveys.

Q1. What telecommunications services are required in regional Australia to meet current and future needs? Are there any things regional communities and businesses need to do, but can't, on their existing services?

Q2. What changes in demand, barriers or challenges need to be addressed when it comes to telecommunications services in regional, rural and remote Australia?

Faster internet speeds. I work remotely and can only access the internet through satellite broadband or through a Telstra mobile Netgear device. I need to maintain both of these because if it is windy or cloudy one or the other plays up. The fastest internet speed available via the satellite broadband is too slow to enable me to access the company servers. The Telstra mobile service is unreliable and if 4G drops out 3G is useless for accessing the internet or company servers I need to access for my work. This poor internet service has caused extreme stress. I either have to resign my job or shift back to a city because the internet services are not adequate. They were OK when I first moved here 5 years ago but have gone downhill. I live at Deepwater, midway between Gladstone and Bundaberg in Queensland so it is not extremely remote but when it comes to internet access and reliable mobile phone coverage I may as well be on Mars.

Regards
Michelle Iles

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Sent from [Mail](#) for Windows