Louise Russell

The current situation with the Telstra mobile network which is overloaded as everyone is using mobile calls more and more to conduct business on the spot. Most people in our community have ceased using landline and fax and rely on mobile voice and data. To run a successful business you meed to be able to contact and be contacted in the field and on the job. There is also the safety issue as we lives re at risk if we are unable to reach emergency assistance.

Our issue now is constant drop out from the mobile network. A normal call will now dropout 4 or 5 times. Try calling a business with a Press 1 for..., Press 2 for...., Press 3 for..... and then to be put on hold - and drop out before you get through to a person. This is very frustrating and our city friend would not put up with this. Satellite internet while mostly reliable is morbidly slow compared to the NBN experienced in the cities.

Try to make a complaint to Telstra about the network and you need the patience of a saint. When I listen to other people in the area complaining about the constant lack of continuous coverage I ask them if they have complained and they say "No- what good will it do - nothing happens"

We need more towers, stronger signal and a way to make service complaints that will be addressed.