

## Telecommunications Review Submission

Both mobile phone reception and the fixed line internet service in the North West part of Kenthurst NSW is very poor, despite being only 40 km from the CBD of Australia's biggest city.

Mobile phone reception is only available approximately 50% of the time, making it difficult to be contacted or call out. It is necessary to walk out to the street to get better reception to make a call with any confidence that it will not drop out. A lot of the time, our mobile phones will be available for "Emergency Calls Only", and at times there will be "No Service" at all, which is obviously a danger in times of emergency, particularly for seniors like ourselves. We have tried mobile phone plans from Telstra, Optus and Belong but they are all perform poorly. My suggestions to improve the service would be to build another tower in the area, and in the meantime to provide mobile reception boosters to affected residents.

With regards to the fixed line internet service, our part of Kenthurst is still on the ADSL service, which is very slow. Download speeds average 2.5 mbps, but often get as low as 1.0 mbps, which doesn't support effective streaming. Downloading a movie can take several hours, or sometimes all night. Internet video calls often drop out or freeze. Telstra has recently increased the price for this dismal service, which we have no choice but pay the increase, as no other service provider will even provide an ADSL service in our area. There has been some fibre cable laid several kilometres from our property, but work has stopped and despite numerous attempts, we have been unable to find out if and when we might be connected to fibre NBN. My suggestions would be, to connect the current ADSL properties to fibre NBN as soon as possible, advise customers the approximate date that fibre NBN will be available, and in the meantime, for Telstra to provide a discount on the price of the inferior ADSL service.

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