Dear Committee,

Thank you for the opportunity to discuss telecommunication issues in our local/regional area.

We live in Cordalba, near Bundaberg (QLD 4660). We have **mobile** phones with Telstra, Vodafone, and Optus. When in the street, generally, all three service providers operate sufficiently with Telstra being the only fully reliable service. However, when we are in our house, both the Vodafone and the Optus services are unreliable: Sometimes the mobiles do not have reception, and this changes randomly and independently from their location within the house.

Regarding the **Internet**, we chose to be with Aussie Broadband, who supply an excellent service. We do have reliable internet in general. However, we have noticed that our connected phones, which are based on the Internet provided by Aussie Broadband, have two typical issues:

1. When we use the phone in "ear-to-ear" mode (i.e., not on speaker), the communication is usually seamless. However, whenever we switch to speaker mode, the voice keeps cutting off randomly while speaking.

2. When we attempt to return a call, the service shuts down in regard to the internet-based phone (only) and sometimes it is unable to recover for the purposes of a call-back.

We trust you can help fixing these issues, should they originate in the faults of the general telecommunication services.

Best regards,

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