

To Whom It May Concern

I live on [REDACTED], Yallourn North, Victoria.

At the time that I first got a mobile phone the reception was excellent here. It wouldn't matter where I was on the property – inside or outside – the reception was always excellent. That was when I had an analog phone.

Switching to digital changed all that.

Good reception would only work if I was outside. Inside the house it didn't work at all.

This slowly improved and I was able to be indoors and have phone conversations.

Then in the last few years the reception has progressively got worse.

The mobile phone calls now drop out intermittently. Most times I have to walk around the yard to find a spot to get a good mobile connection. At other times the mobile connection is quite good.

There is interference on mobile phone calls. Static noises can be heard on the line when having a mobile phone conversation.

At times when I speak on the mobile phone I can hear what I'm saying being repeated to me like it is somebody talking to me – only it is a very hollow sound.

Other times parties are faint and keep breaking so I can't hear what they are saying – I can only catch a word here and there.

I have had the same issues, as listed above, with the land line for many, many years. The difference being that I could not walk around the yard to get a good connection.

The internet reception has always been extremely slow and now it is even slower. There are even times when I can't even get my emails.

Just the other week on two days that I am aware of all calls coming into Yallourn North for some reason did not connect. People were ringing me yet my phone did not ring. I have heard other people say they were having the same trouble so it was not just me.

Trust that the telephone network will improve from this review.

Yours sincerely

Teresa Gorbai