

From: [REDACTED]
To: secretariat@rtirc.gov.au
Subject: Have Your Say Regional Telecommunications
Date: Thursday, 30 September 2021 3:37:18 PM

Good afternoon and thank you for the opportunity to have our say regarding the Regional Telecommunications Review.

We live 60Kms SW of Gunnedah, NSW. Our mobile reception has declined dramatically the past 6 to 12 months. We have installed special aerials in the house which did work well until about 12 months ago. Some neighbours say they think it's when the 4G drops to 3G, we certainly are not experts in this area but it does seem to have some correlation. Nearly every call drops out for no apparent reason causing great frustration and the interruption to conversations regardless if business or social. Re dialling people back often more than 3 times for what should be one call is totally unsatisfactory.

Our landline appears to be finally fixed after years of out of order issues usually after it rains and the old copper lines have nearly been band aided from the Red Bobs exchange to our home.

Thank goodness as some days it's the only phone that works.

Have tried to ring faults through Telstra regarding the mobile reception to no avail. Employing people who conveniently say they will test the phone and please hang up so we can call you back, do not call back. This is totally unacceptable. To access consultants and sort out such communication problems should be easy when you make contact. The overseas consultants appear to have no idea about the issue at hand and just follow a procedure that allows no deviation. Not all faults are the same and need some understanding of an individual situation. From the time you call to report a fault and getting the fault fixed/resolved is often far too long. People expect to be able to contact you at all times with mobiles and we do not have such a service.

As residents and a business in Regional NSW we feel there is an imperative need to improve our mobile phones services from totally unsatisfactory to being very reliable.

Please note we wish not to have this submission on public display.

Kind regards,

Andy & Helen Strang

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