

Regional Telecommunications Review 2021—Issues paper

Members of the Residents Association are concerned about the level of Telecommunications there is in the south Bargara area, mainly within the Palm Lake Resort. There have been communications between members of our Association and the Telco's in the area. It would appear that neither one is better than the other. I have attached documentation from other residents with the submission.

██████████ – Telstra:

- Over the East side of the resort (at ██████████), she can't search/google anything or do facebook, all she gets is SOS unless she goes outside the house.
- She also can't use her phone to search anything in the Sea Breeze CH.
- She knows many others are the same.
- On 15/10/2020 we had the ambulance to a resident having a stroke in ██████████ and the ambulance (who are on Telstra) got cut off booking a call to the hospital and could then not ring the hospital back so had to go out and stand in the middle of the street to make the call during this emergency which could have cost a life or at the very least the person not receiving the best of care.

██████████ – Telstra:

- We had to get a mobile Internet modem to access decent internet and speed however we have to locate it in an area that pings off the two towers in Bargara.
- Others in the Resort have had to install booster aerials (which the Resort owners disapprove of).
- Speaking with other members of the Resort the denser your property (i.e., in the middle of the park the worst the signals become.
- Also the homes here are Hebel which we believe the signals have an issue with, however with the demographic of the resort being late 70 to 90's with a smattering of young residents it is important that emergency services can be contact asap without interruption.