

[REDACTED]

We have many problems with our internet connection, mobile service and our land line.

•internet..my husband and I both own businesses. 4 years ago telstra installed 2 boosters at our house and our internet improved, but in the last 6 months+ it has gone down hill dramatically. It can take up to 8 hours to put in an order with my suppliers, as the internet drops in and out and loading the pages can take up to 5 minutes each. We can no longer access netflix nor cast to our tv and we have no tv or radio reception.

Paying bills over internet banking is a nightmare as the internet often drops out and we have to wait to see if the payment actually went through or not. It takes us about 30 mins of running backwards and forwards pushing the buttons on the night hawk and taking it for walks around the house trying to get service.

•mobile service...the mobile service was quite good, but has also gone down hill.

My mother is in her late 80s and lives alone near us. She has a live life alarm system, which is activated if she falls or can be activated manually. She has had this for about 3 years and it worked perfectly until about 8 weeks ago. After ringing the company to complain they told us that our mobile coverage is too poor to run the system now. We had to originally spend the extra \$150 to get the blue tick for better service. It is hit and miss if it works, usually a miss. Which makes it difficult for her to stay on her own.

Our mobile service is pretty bad and frequently drops out when we are talking to people. We make a dash for the verandah in the hope that we can retain service out there.

In the last 6 months the service between Kyogle and Lismore has deteriorated, having a lot more black spots now

Also Origin have installed smart meters here and in the last 6 months are having trouble with not getting reads. They have come out and put in stronger antennas, but are still having trouble

•land lines...for over 15 years whenever it rains we have static in the phone and can't hear who is on the other side. When our phone line was washed away in the flood, we had no internet nor mobile service, we were extremely lucky that we were fine and didn't need help.

We have complained, and they always think they have fixed it, but when the next lot of rain comes, we have the same problem.(only lucky thing about the drought)

Every one I have spoken to, have had worse telecommunications in the last 6 months+.

I do realise that we live in a regional area and our services are often not as good as urban areas, but we did have a much better service 6 months ago than we have now.

Kind regards [REDACTED]

Kyogle

On Fri, 1 Oct. 2021, 4:37 pm [REDACTED] wrote:

Thank you. We have bad internet here and often don't hear what is going on 'in the real world'.

If the general government is serious about doing a review on regional telecommunication then we are the people they should hear from.

Thank you again for the opportunity to have our concerns heard.

Regards
[REDACTED]

On Fri, 1 Oct. 2021, 3:17 pm secretariat@rtirc.gov.au,
<secretariat@communications.gov.au> wrote:

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Hi [REDACTED]

We are unable to provide a formal extension to the Review. However, if you are able to provide your submission to secretariat@rtirc.gov.au early next week, the Committee will endeavour to take the submission into consideration.

If you have any queries, please contact me.

Regards

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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I would like to acknowledge the traditional custodians of this land on which we meet, work and live.

I recognise and respect their continuing connection to the land, waters and communities.

I pay my respect to Elders past and present and to all Aboriginals and Torres Strait Islanders.

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