



11 AUG 2021

**The Hon Mark Coulton MP**

Federal Member for Parkes

Ref:MC/ET

3 August 2021

The Hon Luke Hartsuyker  
Chair  
2021 Regional Telecommunications Review  
Department of Infrastructure, Transport, Regional Development and  
Communications  
GPO Box 594  
CANBERRA ACT 2601

Dear Chair

Please find enclosed correspondence from the Mungery community regarding their experiences with mobile service, mobile broadband and the NBN Sky Muster satellite service.

I recently met with the community. The feedback about reliability, congestion, cost and fault reporting are ongoing issues that inhibit agricultural businesses and the people from learning and working from home.

I appreciate you accepting this submission on behalf of the Mungery community.

Yours sincerely

Mark Coulton

cc. Senator the Hon Bridget McKenzie, Minister for Regionalisation, Regional Communications and Regional Education

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Matthew and Susie Rae



Telecommunications south west of Narromine

For most of 2021 our Telstra mobile service has been hit and miss. We have days of continual line drop outs and some days our phones ring once and then when the caller tries to ring us again the line is engaged even though we aren't using the mobile phone. Over the last few years we have continually struggled with an inefficient service.

At Myalla our download speed is around 1.6 Mbps which is appalling and our upload speed is 1.3 Mbps. For downloading emails and large business files this is extremely frustrating.

On a recreational level it takes our Foxtel around 2 days to download a movie that we have purchased. After speaking with Foxtel on numerous occasions they have told me that it is a fault with our telecommunications.

Internet banking is also a trying practice with occasions of the computer timing out and then one is not sure if the transaction has gone through.

We are absolutely sick and tired of ringing the Telstra faults number and being transferred continually over several hours and to no avail. Sadly, we sometimes need an interpreter to actually understand what the person on the other end of the call is instructing us to do. The service that is provided on the so called, help line is third world. We are running businesses that are held back by the regions antiquated equipment. If you ring the Telstra shops in Dubbo, they tell you that they can't help you unless you come into the shop. For most of us that is a 2 hour round trip. Our time is valuable and the

time spent “trying” to connect to either the broadband or the mobile service is frustrating and unacceptable. Not to mention the money we have spent on technicians and equipment in hope of bettering what little reception we have to then discover that it isn’t any better.

During the lockdown of 2020 we were absolutely amazed that at what seemed to us, at a flick of a switch, our data was doubled at no extra cost. So, tell me why can’t our data always be doubled at no extra cost or why can’t it be unlimited like our town and city counterparts? With so many children home from school and boarding school during these pandemic lockdowns the broadband and phone service is compromised. Too many people sucking out of a system that can’t handle the activity. It’s obviously overladed.

Am I correct in thinking that Tomingley received a phone tower, some years ago once the future of the mines was confirmed? Whereas before the mines were developed, we had no service at all. Initially when the Tomingley tower was constructed there was a boost to our reception but that has gone AWOL too. Mining and farming are both Primary Industries that contribute significantly to the Australian economy although farming doesn’t seem to attract the same telecommunication benefits.

On a safety level, the thought of not having a landline terrifies me. We cannot get rid of it as we fear that if we were to have an emergency our mobile service may not be sufficient at that time. We had a farm accident several years ago and to deal with 000 was an ordeal. They couldn’t hear anything as the line kept dropping out. This is a big worry and we need this problem fixed urgently.

We are sick of being told to buy this gadget and that booster. We just want a service that has come to be expected in our towns and cities but sadly is not being provided in regional and rural Australia.

22<sup>nd</sup> June 2021

To whom it may concern,

I Jason Hartin am writing this letter to inform you of the trouble we are having with our Telstra signal or should we say lack of signal we have with Telstra.

This letter is on behalf of myself and my brother [REDACTED] from 'Cowal Vale' Narromine.

We are the property owners of 'Cowal Vale' Narromine which has been a family owned property for many years and over our time we had many impacts from the poor quality of the Telstra signal –

Our mother lived on this property for many years and during her time there, with the poor Telstra signal it affected her 'Medi Alert' and to make phone calls for help when needed, as unfortunately mum never had a fall right near the landline phone.

My brother [REDACTED] is a part of the Rural Fire services and he has delays in notifications, and the fire never waits for him to get a phone signal.

In the last 2 years there have been 7 accidents on our National Highway and trying to get the correct help and services needed, can be quite difficult when you don't have service or a low signal, other than to call 000.

In the day to day of running a farming business we need phone and internet signals - from looking at the price of cattle or sheep on auction plus, paying bills – seeing it's the 21<sup>st</sup> century everything is all online, calling the next door neighbour while checking fences etc. but this seems quite impossible with our signal out this way being so low.

So the simple things for people in the city to do can be impossible for people out on farms and rural areas – sometimes we are chasing our tails or driving here or there just to get enough signal to reply back to a text or a call.

We are just asking to improve our Telstra signal to improve our lives out in the rural area of Narromine as well as other rural communities – just having a good Telstra signal is not asking too much but the effect it has on our farmers would be enormous as its helps with many things – to be able to ring someone for help at any place or any time would help with mental health issues as well, as we all know someone that done it a little tough during the impact of drought, mice plague, fires and the list goes on and on.

**IT IS 2021 MAN CAN GO TO THE MOON 'BUT' NO TELSTRA SERVICE!**

If you have any further question please don't hesitate to call me on mobile [REDACTED] if you are able to make contact with me.

Thanks

Jason Hartin

From: [REDACTED]  
Subject: [REDACTED]  
Date: 21 June 2021 at 8:37 pm  
To: [REDACTED]@bigpond.com

Hi Susie

In reply to an email regarding Telstra phone reception I think it is great [REDACTED] is willing to speak to us and I would like to attend the Mungery meeting. I have never made any formal complaints or letters about our phone reception but its terrible, we have spent the money and brought the repeater about 3 years ago it helped with phone calls but internet was not working, as you know tilly is deaf and we were trying to do tele school through RIDBC in sydney but it was a waste of every ones time as skype just would not stay connected, we were forced to change to satellite internet through skymesh ( is expensive for the data you get) this helped but still was not great so we had to drop the tele school which we hoped would be beneficial to Till's learning going into preschool and kindy. But the thing that gets me the most is at our property's named "Hillview"and "Upson Downs" you can see the red light on the phone tower at night yet we can not use a phone at the house/workshop without "standing in the right spot" or it will drop out. we have also put a repeter at Hillview to help with phone/internet issues. There will be plenty put there with greater problems than us but just thought id share.

Cheers and thanks Murray

Fiona Aveyard

Thursday, 29 July 2021

The Hon Mark Coulton MP, Minister for Regional Services, Decentralisation and Local Government,

This letter relates to 2 communication issues in our central west region. Specifically, along the McGrane Way between Tullamore and Narromine but extending towards Trangie and Peak Hill on both sides.

The first is the dismal mobile reception in this specified area. As you are aware, agriculture is heavily reliant on technology and data. This is even more crucial as our industry focuses on progressing from a \$60bn industry to \$100bn by 2030. The required gains will be achieved via production, efficiently and value adding - all which will have heavy requirements for data and it's associated technology. Our existing system cannot even meet the minimum requirements of an audio call!

As a member of the MR 354 Road Committee I am acutely aware of the lack of mobile reception. This is a road that has more than 600 movements a day, the majority being heavy vehicle traffic. In 2019/2020 there were 12 recorded truck incident rollovers. Fortunately, none have been fatal. There's been truck fires, near misses and a host of issues where mobile reception would have assisted enormously. Emergency services often get dispatched not knowing where the accident is. Often there is double up as emergency services get dispatched from Narromine and Tullamore. Fire trucks have been less than 1km from a fire incident and due to no mobile service/reception the local truck was not even dispatched, instead emergency services came from much further afield arriving too late.

Landline service is also inadequate. Bad weather puts water on the lines. Often, we will have no working landline for weeks at a time. Even humidity affects the quality of the calls. Our phone calls have crackles and background noise that makes it extremely difficult to conduct business. It's certainly not conducive to conversation or chatting!

As a mother of 4 who home schooled children during the pandemic in 2020 I found it impossible to have everyone online at the same time due to poor mobile reception of 1 bar. We paid to install Satellite internet which was much better. But the expense to get 150gb peak is \$190/month using Sky Muster Plus - which is hugely inequitable with our urban counterparts who can access unlimited data for a fraction of the cost. Satellite is good, but it's not infallible. It works well about 90% of the time so I also must have a Telstra mobile data plan for emergencies.

In 2021 we are home schooling one child who is in Year 11 and absent from boarding school due to lockdown. She is online for most of the day in class, and then at night doing research and study. It's essential she has consistently reliable service. Satellite internet can drop in and out a lot. We cannot have our regional children disadvantaged. It's frustrating because we have the technology, but we can't always access it.

Additionally, I run a business called [REDACTED]. We need good, strong and reliable service to conduct zoom meetings, follow up customers and clients and to grow our business.

Yours sincerely,  
Fiona Aveyard

Jon Elder  
Farmer

To Whom It May Concern,

Thankyou for the opportunity to have say on this matter. While there have been some improvements, we continue to have an expensive and substandard service. This is particularly poor in the area of mobile broadband coverage; both for phone usage and provision of internet access around the farm. In fact, broadband coverage appears to be getting worse.

Poor mobile broadband coverage renders any internet connectivity around the farm completely unreliable. This prevents the application of 'real-time' technologies such as those used to measure and monitor, as well as a reliable means to access information and conduct business. This can be as simple as being unable to make a phone call, the phone 'dropping out', and unreliable access to markets and banking. We are also missing out on improvements to farm safety that improved connectivity may offer.

We have spent tens of thousands of dollars developing bespoke on-farm telecommunications networks to allow real-time monitoring of weather and in-crop conditions, farm machinery, irrigation and security systems. Much of this expense would be unnecessary if we were able to place some confidence in mobile coverage.

COVID lockdowns have required increased use of on-line technologies such as 'zoom' both for personal and business usage. This places us at a distinct disadvantage.

I appreciate the opportunity to have a say on this matter and strongly believe that an investment in achieving a reliable service would be re-payable by unlocking considerable economic and social benefit in rural areas.

Yours sincerely,

Jon Elder



22<sup>nd</sup> June 2021

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I Jason Hartin am writing this letter to inform you of the trouble we are having with our Telstra signal or should we say lack of signal we have with Telstra.

[REDACTED]

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Our mother lived on this property for many years and during her time there, with the poor Telstra signal it affected her 'Medi Alert' and to make phone calls for help when needed, as unfortunately mum never had a fall right near the landline phone.

My brother [REDACTED] is a part of the Rural Fire services and he has delays in notifications, and the fire never waits for him to get a phone signal.

In the last 2 years there have been 7 accidents on our National Highway and trying to get the correct help and services needed, can be quite difficult when you don't have service or a low signal, other than to call 000.

In the day to day of running a farming business we need phone and internet signals - from looking at the price of cattle or sheep on auction plus, paying bills – seeing it's the 21<sup>st</sup> century everything is all online, calling the next door neighbour while checking fences etc. but this seems quite impossible with our signal out this way being so low.

So the simple things for people in the city to do can be impossible for people out on farms and rural areas – sometimes we are chasing our tails or driving here or there just to get enough signal to reply back to a text or a call.

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*our lives out in the rural area of Narromine as well as other rural communities – just having a good Telstra signal is not asking too much but the effect it has on our farmers would be enormous as its helps with many things – to be able to ring someone for help at any place or any time would help with mental health issues as well, as we all know someone that done it a little tough during the impact of drought, mice plague, fires and the list goes on and on.*

*IT IS 2021 MAN CAN GO TO THE MOON 'BUT' NO TELSTRA SERVICE!*

*If you have any further question please don't hesitate to call me on mobile [REDACTED] if you are able to make contact with me.*

*Thanks*

*Jason Hartin*

From: [REDACTED]  
Subject: Telstra issues  
Date: 23 Jun 2021, 9:16:14 am  
To: <[REDACTED]>

Hi [REDACTED]

Hope you've been well! We actually have Optus mobiles and internet. We can't talk in our house on the phones really, but the internet functions pretty well (and with much cheaper plans than Telstra). As our phone service isn't great though, we still have a Telstra home phone. The infrastructure for this is so old and in poor condition that when it rains (and for some time after) the line is crackly and hard to use for the first 10 seconds of a call. After rain in Feb/March however, we got home and it wasn't working at all. It took a couple of months to get it fixed (and time spent with Telstra to get it sorted). During this time Dave had a serious accident. Thankfully the one-bar of phone service he had was enough to make the call to the ambulance. Unfortunately, given poor service it was really difficult to stay in contact with the kids at home while we were at the hospital and the communication was absolutely not good enough. Also, we were not reimbursed for the time the home phone was not working, as that was a different department (not the faults people) and I didn't have the time to go through the process to get the issue sorted.

I agree that we shouldn't have to spend thousands of dollars on getting personal antennas for our phones to work, or money on a landline because that's the only way to have an audible conversation.

Good luck!

Cheers, Tam

Get [Outlook for iOS](#)

From [REDACTED]@mlhsolutions.com.au  
Subject [REDACTED]  
Date [REDACTED]  
To [REDACTED]

Hi [REDACTED]

Our story is similar to yours:

Internet - we pay an exorbitant amount for satellite internet and very average service. Since COVID I am largely working from home as a non-executive director on a number of ASX companies. This requires daily videoconferences, sometimes all day. I have to use internet for video and phone for audio as the bandwidth is insufficient to support both video and audio. Interestingly, this was not the case at the start of COVID when internet services were boosted for all users, but has since deteriorated markedly. This tells me it can be done!

For videoconferences where I am the main presenter I am forced to travel an hour to Dubbo and book into a meeting room in the library to ensure I have reliable internet access.

Phone - almost daily we have issues with phone reception. It may be that calls drop out or we simply can't make calls from inside the house, resorting to heading outside to connect calls. We have a booster, so I hate to think what our phone reception would be like without that.

We have given up complaining long ago as it seems to be a waste of breath!!!

Regards

Leanne

Leanne Heywood

[REDACTED]@mlhsolutions.com.au | <https://au.linkedin.com/in/leanneheywood>

From: [REDACTED]  
Subject: Testa meeting  
Date: 22 July 2021 at 6:50 pm  
To: [REDACTED]

Hi [REDACTED]

Thanks for pulling this together. [REDACTED] and I will be there (i might be late as have school canteen).

I just want to say how frustrating it is not having reliable phone service. I am a shift worker and I travel at night and I often have no service which concerns me if anything should happen. It's especially bad near our house and on the NARROMINE Dubbo road.

We are both frustrated with spending so much money on boosters and equipment and the service is crap!

Thanks [REDACTED]

Sent from my iPhone

From: [REDACTED]  
Subject: Telstra  
Date: 26 July 2021 at 10:57 am  
To: [REDACTED]

Hi [REDACTED]

I'm very pleased to hear about this meeting as i am and have been for four years very displeased and frustrated with our telephone service and lack of internet etc.

A few issues that we face and challenge our productivity as a small business:  
We are a couple in our late thirties with four young children. Outside of our small farming operation we run two small businesses. These small businesses kept us afloat during the years of drought and continue to feed our family.

One of our businesses (Liquid Waste business) is 100 % reliant on phone service. This business operates as a call centre model (run by myself and 1 x staff member) six months of the year. Due to the unreliable phone service i have attempted the following.

-I have purchased 2 x telstra boosters at the recommendation of our local Dubbo Telstra store. Each booster has cost \$1400 each. One of these boosters got wet during heavy rain and i had to replace this at my own expense as insurance would not cover this cost. So i have paid a total of \$4200 over the past three years.

-In 2019 i rented an office space in Narromine township in order to run this business as i simply couldn't do so from home due to the failing phone service. (I have rent documents from hartin schute and bell if need be Sus). After trialling this for a 6 month period i did not continue this option due to the demands of our young family needing Mum at home. Running this business from home is far more beneficial for our business, our children and and finically more viable.

-The nights I work generally start at 6:30 pm - 9pm and this window I am on the phone. Some nights the phone service is absolutely fine and the next night I cannot call out nor receive calls.

-I spent last Thursday sitting in my car at a park in Narromine with our three year old bouncing around whilst I hot spotted my lap top to my iPhone in order to use MYOB. I used town internet for a duration of four hours to complete invoices and book work.

I also run a photography business and rely heavily on the internet. Our internet has never supported uploading hi res images or large files which I send off regularly. Again in order to do this upload It requires me taking my lap top in town and uploading from here. I generally do this at:  
Coles supermarket, start upload prior to our shop.  
The school car park or kids training.

The repercussions of our unreliable and insufficient internet and phone service in a nutshell are:

- Loss of income. No service means I cannot be called and call clients back.
- Missed opportunities when our phone won't ring.
- Safety concerns. The fear if something happened to the kids and or a farm accident on a day/night when I cannot call out.
- Stress and anxiety of trying to arrange babysitters to mind children whilst I travel to town in order to use town internet/phone service to run our business that I should be running from home and stress and anxiety of our toddler bouncing over car seats whilst doing computer work from the car.
- Time and fuel wasted travelling to town for the above.

I have been a Telstra customer since owning my own mobile phone at 19 years old and have had a gut full paying for a service we are not receiving.

We live 24 km from Narromine, NSW.

Thanks [REDACTED]

From: [REDACTED]  
Subject: re:isra  
Date: 26 July 2021 at 11:25 am  
To: [REDACTED]

Hi [REDACTED]

Thanks for organising Mark Coulton's visit – I am working so won't get there though we really struggle with both phone and internet service – just not good enough! Apologies for the delay in reply.

Kind regards,

[REDACTED]

Sent from [Mail](#) for Windows 10

From [REDACTED]  
Subject: [REDACTED]  
Date: 27 July 2021 at 10:46 am  
To: [REDACTED]

## Issues with Telstra

- Continual issues for as long as we can remember. We don't really have a choice of providers. **(NO CHOICE)**
- **WE ARE PAYING A LOT OF MONEY TO GET MOBILE PHONE AND INTERNET COVERAGE, AND IT STILL ISN'T SATISFACTORY.**
- In the early days, to help our situation we purchased our first Yagi antenna and booster which gave us limited use, but it did help.
- Over time and desperation, we are on our 3<sup>rd</sup> antenna and our 4<sup>th</sup> booster and now that they have upgraded the towers, our signal is much worse and very intermittent. In other words, we have spent an absolute fortune just to get a sub standard service, which is actually worse than it was years ago.
- And we are only 20km from 2 towers and 13km from another, but the signal is just as bad from all three. I wouldn't call us remote.
- Why is Telstra happy to sell us a phone and internet plan at full cost, knowing that we can't even utilise the service, then expect us to pay a fortune for boosters just to barely receive a signal? Is it fair that our urban cousins pay less for their plans, get great signal and don't have to fork out for all the extra boosters?
  
- Internet is still very slow; we have measured the download and upload capacity and conveyed our issues to Telstra, but nothing has changed.
- Present day – poor mobile coverage is **STILL** bad (call drops out or poor connection and only receiving every second word in conversations. Our concern is if there is an **EMERGENCY** – farming and rural living presents a number of risks and we are also carers for elderly parents living in town – what if something goes wrong ??? We try and pick the best location to talk on the phone – often it is outside on the veranda which is rather cold in winter, or we have to drive up the road just to have the basic right to talk on the phone. We have complained to Telstra many times over the years, the latest complaint lasting for months – but the result was that Telstra offered to pay the last bill and said they were "wiping their hands of the whole complaint and there was nothing else they could do - but the issue was **NOT** fixed. We still have the same problem. The ombudsman said their hands are tied and they can't make the telecommunications do anything.
- I thought communication was a basic right in Australia. We have no landline (Telstra said it was unfixable) so we switched to mobiles and wireless internet. Now we find ourselves with a communication system that drops out continually and barely supports internet banking. Forget trying to do work online or carry out teleconferencing. NetFlicks, what's that? How are we supposed to run a business or know that we can operate during an emergency ??? Australia is falling behind the rest of the world.
- We feel like no one is listening to us and no one cares



From: [REDACTED]  
Subject: [REDACTED]  
Date: [REDACTED]  
To: [REDACTED]

[REDACTED]

What an important meeting you have organised! Although I am unable to attend, I am hoping [REDACTED] will.

It maybe too late, but I have many concerns regarding the state of Telstra and the current coverage afforded to us in regional NSW, in particular the Mungery community that I am happy for you to pass on.

My concerns cover the following:

- The cost for the service: The mobile and internet services offered are expensive compared to the city. We have maintained our landline service for emergency reasons at an additional cost and our satellite connection provided by another because Telstra is not reliable, again at additional cost to us.
- Dependability, Telstra speeds and connectivity are slow and unreliable. We have the Telstra smart antenna and repeater. Today my Telstra download speed is 1.7 and upload speed 1.4.
- Service: Telephone, internet service for assistance, complaints and change is unbearable. The service is time consuming, frustrating and often unrewarding. We have business and personal Telstra accounts. They do not like the one email account.
- Home schooling – With two children in their final school years, home schooling would be impossible relying solely on Telstra. We have maintained additional of the satellite support with another provider.
- Business use – Once again we cannot rely on Telstra to deliver a full service, so we maintain support from other providers. The speeds at which we can upload documents etc and transfer data is frustrating. Often the communication will drop out before the data transfer is complete and again the download or upload will need to be restarted.
- The Future: The agriculture industry embracing technology changes is reliant on the communication providers with which data can be delivered and transferred. Engineers are designing products, machines and systems that will improve efficiencies and alleviate environmental concerns. The farmers want these new technologies, we are ready to embrace the changes. It is the communications companies that are holding regional agriculture back. Why invest in new technologies if they cannot be supported.
- Home Schooling: Impossible with Telstra

The biggest disappointment with the iconic brand Telstra is how much the companies reliability and integrity has fallen for those who have supported it through the decades.

Good luck with your meeting. I hope that we can be heard.

Cheers

[REDACTED]

### **Telecommunication at my place in 2021**

Living in rural NSW, any distance from a small town, a reliable telecommunication system is vital. At the present time, this is not available. It would be bad enough if we were just a family living in this situation, but we are actually trying to run a farming business!

Recently I was down the back of our farm and my ute broke down. I repeatedly called and texted my husband for assistance, but could not get through either way with NO SERVICE. I then proceeded to walk the 3km back to the house. In this instance it was just inconvenient, imagine if it had been an emergency situation. There would have been no help coming until I was searched for. Farming is a dangerous occupation, as we are all aware, it would be nice to have some confidence in the communication system.

There have been many occasions when we have been waiting for arrival of trucks, business contacts, family or friends who have been unsure of the way out to our farm. All is good if they ring early enough, but there are sections of the roads with no reception.

Our landline is the best for phone conversations in our house. Many times, we have been told by others how landlines are outdated and a thing of the past. Even though our landline connection is poor, often with poor sound, often a lot of static or other background noise, it is far better than our mobile connection, with which we are unable to have a conversation in our own home. We have 1 spot in our house where you might possibly be able to speak on the mobile, if the call doesn't drop out while you get there, and 1 just outside the garage. Texting proves the best means of communication when up the paddock, but even that is not reliable. We have tried various connections via Telstra wireless network at their agent's recommendations. We have spent considerable funds on various hardware, not to mention the monthly fees! Most recently we had a Yagi 3/4 aerial and Cell Wi-Fi booster installed, once again at our expense, this helped considerably originally, but we have been finding it increasing unreliable, even with new computer and router purchases, and frequently turning our phones and system off so they can reboot.

With the present trend to close regional small branches of all the banks and reassign us as customers to regional phone bankers, the telephone and internet is the only way to conduct our business banking. Our present system is not dependable enough that the connection to do our on-line banking will last to complete the transaction, or is in fact fast enough to prevent the bank closing the connection!

### **This is not good enough in 2021!**

Over the years we have ventured, away from Telstra, onto satellite, which ended up being equivalent to dial up speed after a short time. Since another trial away, we have been with Telstra for nearly 2 decades. It was a great consolation with our last phone purchase to be given free 5G, what a joke! We struggle to get 3G at times! I do not feel a valued client.

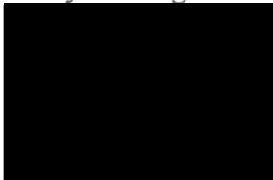
**Telstra! A name that does not inspire confidence or in actual fact, any positive thought!**

Everyone I speak to, dreads the thought of any interaction with Telstra. Telstra back up service, what the hell is that? It is non-existent! Because you waste considerable time to get no resolution of your problem, and in actual fact I have found things worse after help. Of course, that is if you can get onto anyone! Most recently after waiting 10 minutes on hold on the number directed to on line, not getting to actually speak to anyone, I was dropped after being told by an automated voice to go to online chat. I have wasted a couple of hours on that one before with no satisfaction! I called back thinking I must have pressed a wrong number or something and had exactly the same experience.

Talking to the Telstra agents in Dubbo (an hour away) has often been just as disappointing. If you do not want to purchase a new phone, they are very uninterested and can't wait to get you out the door.

Feeling very undervalued, ignored and forgotten.

Kerry & Craig Woods





From: [REDACTED]  
Subject: Telstra Communication Problems  
Date: 26 Jul 2021, 9:49:18 am  
To: [REDACTED]

## Telstra Communication Problems

Stuart and Teena Hall  
[REDACTED]

### Attention

: Mr Mark Coulton,

Thankyou for taking the time to meet at one of our "local" Community Halls at Mungery, unfortunately at this time we are unable to attend. We apologise for this.

I, Teena, own my own Hair Salon and have clientele booked weeks in advance.

Stuart, my husband works on another farm, with sheep crutching this week.

We still believe this is a SERIOUS problem with many, many hours of frustrations to not only our internet, and phone services at home which for many, IS where we run farms and business'.

This year 2021, we feel more than ever ripped off and lied to, by Telstra, the service is more compromised than it has ever been.

Which simply means hours of frustrations and hours lost on "VERY BAD SERVICE".

Many of us received TEXT MESSAGES in the months past, stating they were improving Telstra service.

At that time for a straight 40 plus hours, we could not ring, message, email, or have ANY internet service AT ALL. NONE. This was at my business, in Narromine and at home, which even compromised my eftpos facility. Which was down as well.

I couldn't log into my Salon Software to look at my bookings or look at past information for TWO DAYS.

On a personal level most of the people in our area of Narromine, Wyanga, and Mungery, have purchased YAGI aerials for the hope of better reception, again in the hope of improved phone and internet coverage/reception. We travel the same roads at the same time, every week, we walk around our farms, and WE KNOW, the reception isn't reaching where it once was, at night I have trouble logging into Social Media to post business posts, we find it hard most nights to watch a movie through our Telstra Wifi, again there is NOT ENOUGH service. The Wifi just turns around and around in a small circle on screen.

It's an absolute disgrace.

We are all paying big internet and phone service bills month in and month out ... for what ??? Please answer this, for what ?

All's in all we NEED service, first and foremost for safety reasons, secondly for business and third for time out ...

Please, listen to us as this is just NOT GOOD ENOUGH !!!

Regards

Teena Hall

From: [REDACTED]  
Subject: Friday 30th  
Date: 23 Jul 2021, 8:28:25 am  
To: [REDACTED]

Gidday [REDACTED]

[REDACTED] and I will be at the meeting.

No service on our farm at all except at the house where we run a repeater. This extends about 50m from the house which doesn't even get to the sheds.

As you may know [REDACTED] is not well battling with hypopituitarism and multiple autoimmune diseases. She recently had a scare that needed hospitalisation and would not have been able to call anyone to help, let alone an ambulance - so in reality she would have died if I wasn't there that weekend. We keep the house phone connected so that we can still get an emergency call out if needed during one of our regular back outs (normally in the storm seasons but this year could be at any time).

[REDACTED]

From: [REDACTED]  
Subject: Telstra  
Date: 22 Jul 2021, 5:24:16 pm  
To: [REDACTED]

Hi [REDACTED]

It's [REDACTED] here.

Is this including internet as well?

Phone coverage is shit and we arnt that far our.

My story is that we had to cancel speech lessons for [REDACTED] with the royal institute of deaf and blind now called next sense because of bad coverage.

We used to have to sit next too a specific window to get phone calls.

We now have a repeater in the house and everything is a little better. Tho my phone gets many missed calls a d doesn't even ring sometimes.

Sent from my iPhone

From: [REDACTED]  
Subject: No. Telecommunications Narrabri Shire and Parkes Electorate  
Date: 23 Jul 2021, 9:42:56 am  
To: [REDACTED]

Thankyou [REDACTED] for being PROACTIVE we shall be @ the meeting

[REDACTED] have been  
sub- standard & problematic for several years:

Prime Examples last Tuesday 20/7/21 !!

TELSTRA - out for one day last week Tuesday 20th July 2021 problems  
this caused our business

(1) Forward contracted sales of Steers to be trucked out  
3pm 20/7/21 on this day for 10 hrs Journey to Prime City Feedlot Tabbita  
for weigh in on morning 21/7/21

interrupted by -  
inability to contact Cattle Truck Drive by phone for  
confirmation of weather conditions let alone send thru photos of state  
road into farm for loading due to Telstra outage

Question:

How do farmers claw back from the 2019 - 2020  
Drought when beset with outages & zero telecommunication at the 11th  
hour for business?

(2) The above outage ie., NO TELSTRA internet took  
away the ability of ONE FAMILY member to work from home on computer  
link ups, Zoom meetings etc.,

Therefore that member had to travel to Dubbo  
round trip of 124 kms to resume work in Dubbo where there was a  
stronger signal !



(3) Same day, Due to Internet down NO COVID 19 injection appointment in Orange could be confirmed for older members of our family who had booked weeks ago!

OLDER MEMBERS of our farming community are now advised with assistance support packages from the government to stay in their own home as long as possible.

Vital Call communication systems ( a pendant that is worn around the neck & linked to a phone line to call 000 if issues should occur) have been a LIFE LINE for older farmers living in their own farm house

Question:

When the telecommunications systems are out in our area this LIFELINE is useless...what do we do?

Thanks again [REDACTED] for your efforts

Cheers

Syb, John & boys

From: [REDACTED]  
Subject: Re: Poor Telecommunications  
Date: 23 Jul 2021, 10:21:33 am  
To: [REDACTED]

To Whom it May Concern

Hi [REDACTED]

Please pass on our concerns re the above.

Service at [REDACTED] was very poor until we purchased a booster to enable the whole of the house to have coverage (which often still doesn't have good service and has been an extra cost), before the purchase of the booster we only had service at one end of the house, which was sometimes limited. The area around the outside of the house and our farm has little or no service. If we have a power cut which is quite often, then the booster goes off and we are back to a poor service (on our mobiles).

Our business totally relies on a good service as we purchase and sell livestock on the internet also needing it for trading on the ASX.

Regards

Janet & John de Bomford

Mark Coulton

Federal Member for Parkes

69 Heber Street

Moree

NSW 2400

Dunmuir

Narromine

NSW 2821

3 August 2021

Dear Mark,

Thank you for taking my telephone call on Friday the 23<sup>rd</sup> July, and attending the public meeting organised by [REDACTED] at Mungery Hall last Friday the 30<sup>th</sup> July 2021.

Due to the lockdown in Sydney, we currently have Phoebe, who is a year 12 boarder; and Ossie a year 11 boarder home schooling.

1. Internet Access.

We have Telstra Next G wireless broadband.

Last year during the first lockdown both Phoebe and Ossie could zoom, and attend online classes. We were granted 50% more data by Telstra during this lock down, which was much appreciated. We don't seem to have had any extra data made available this year yet? We have noticed our internet slowing since then considerably. We tried a new modem, unfortunately that didn't help.

After doing some research, and perusing the BIRRR website, we ordered sky muster plus through SkyMesh, on the 19<sup>th</sup> of July. The NBN installer was fantastic and installed everything on the 26<sup>th</sup> of July. The speed tests were remarkable compared to our Telstra modem, but the ping or latency tests at around 630 – 720 milliseconds.

It appears that the sky muster plus system does not run two zoom calls or Microsoft team calls. There is severe lag, and it is impossible to follow a class, or enter into class discussions.

Phoebe has gone to town today to access a faster / better internet connection.

## 2. Mobile Phone Reception.

Mobile telephone reception has been deteriorating also. Calls drop out more frequently than ever. It is frustrating, and exceptionally hard to run a business without good communication. With labour shortage, logistics are even more critical, lack of telephone reception makes some tasks impossible.

Better phone service for natural disasters and bushfires. Unfortunately last harvest we had several occurrences of dry thunderstorms. Lightning started several bushfires, these storms caused wide spread power outages. Consequently many people lost land line phone service, and access to 2 Way base radios in many houses. The lack of mobile phone service makes communication impossible. For safety and to prevent loss of life and property, the quicker these fires are extinguished the better. Communication is imperative.

Motor vehicle accidents. Some members of the rural fire service are first responders to these. The lack of mobile service along a major freight route; the McGrane way, places lives in danger.

If I can provide any further information please contact me.

Yours sincerely,

Simon Gill

