



NSW Farmers' member feedback on Mobile, Internet and Fixed Line Services – September 2021

Location	Mobile Phone Concerns	Internet Concerns	Landline or fixed voice concerns
BARADINE, 2396	All the expensive equipment and upgrades are a waste of our and taxpayers' money if the service is not available to us 24x7, 365 days a year. My service signal constantly drops out and it is weaker than it was previously. I have upgraded equipment only to go backwards with reliable service, I can no longer use my mobile around the house let alone outside in the yard area	The internet service is extremely Expensive! Drops out, Lags along or does not even load in the first place. Guess we live in 3rd world conditions in country NSW	We have to keep a landline because mobile is unreliable and we constantly have electricity blackouts which mean no method of communication in an emergency. The modern handsets available on the market are unsuitable for people with hearing problems and the "ringer" is too soft to be heard unless you are sitting on the phone when it rings. Expensive and frustrating
Coonamble, 2829	Our concern is the inconsistency of access to mobile phone coverage. Despite the installation of boosters, antennas and ongoing upgrades, our access is less reliable and very inconsistent. The frequency of dropouts has increased substantially; making mobile phone calls a challenging exercise.	We subscribe to Skymuster Satellite with WiFi in the house. Our internet access is also inconsistent and often slow. During remote school learning, our children have found themselves switching between mobile data and Skymuster due to unreliability of both services.	Our voice access is Next G Wireless link. In a blackout, this service is unavailable as well as mobiles and internet. We have no means of telecom access in the event of an emergency- family or work.
Wymah, 2644	We have very poor mobile coverage in this valley and have installed a private system, which runs from the local caravan park. Due to overload on the satellite System, we now use NBN WiFi, which also enables us to text and use the mobile when we are near the buildings. Due to the very high risk of bushfires in this area, we are just east of the enormous fire grounds of the Talmalmo/Green Valley fire in early 2020; there is an urgent need to install a mobile tower to prevent the lack of connectivity during emergencies.	We fund the cost of the private system with the neighbouring property.	Landlines are no longer serviced. It is necessary to keep them operating in-case we lose power in an emergency. That is a challenge.
Barraba, 2404	Limited/patchy phone service that has been declining over the last 6 months. Some days the service is so bad you cannot make/receive phone calls - even with a booster at the house! We have to rely on the landline which is an extremely inconvenient way to run a farming business in 2021 - let alone the WHS risk of not being able to call for assistance should something go wrong in the paddocks	We have both Telstra and Optus mobile broadband and neither are particularly reliable and again have been declining in quality over the past 6/12months. Often the service isn't even sufficient enough to do basic internet banking, let alone use E-Decs etc.	Landline works without issue!
Bingara, 2404	Service cuts in and out has got a lot worse this year	Very slow just need phone service to be safe on farm	
Upper Bingara, 2404	I have never been in the best of reception areas. But in June this year we had 3 days if no service at all and since then service has been frustratingly worse. I have rang Telstra as it was not only my phone other family members have noticed the same thing across the property. I have rang t Petra to which there response went around and around in circles saying it was to do with my service antenna. However when I explained it was not just at my house it was across the property they just kept coming back with the same response which has fixed nothing but only frustrated me more.	My internet connection has been very patchy ad if late. I have looked into getting satellite, however I feel the price is ridiculous. In town can be on unlimited and paying less than the minimal charge for restricted data on peak and off peak available to people out in the bush.	
Parkville 2337	I find it too expensive at \$50 per month and feel for large families where it must be prohibitive for many phones. I am also not as smart as my phone. Surely Telstra etc. must be able to block sham calls.	Our old service was dial up on copper laid down a long time ago about 10 Km from the exchange at \$30 a month. Our new service from a tower across the valley is no better at double the price. Once all exchanges went automatic and telephonists did not need to be paid there was no excuse to charge or time long distance calls.	There was no need to cancel landline services when NBN was available, it was a grab for cash!
Woolbrook, 2354	Our mobile phone reception is very limited even though a mobile tower is installed at Walcha Road. We believe a mobile tower would benefit our area, which covers Woolbrook, Ingalba & Niangala and would eventually replace our home lines. Our property on Campfire Road, which is approximately 4000 metres above sea level and has a trig station and other high areas	We have a son who is in Year 9 at Farrer & is needing to do his schooling online. After a phone call with Farrer yesterday to discuss his education we were asked if we could take him to Woolbrook school if they gained permission from the Principal. Due to Kevin's parents & uncle being in their 80's we are being	We have continued to have constant issues with the landline, being out for months at a time. This poses a real issue, as i mentioned before we have no mobile phone access and in the event of an emergency, such as the bushfires we have NO reliable form of communication. NOT GOOD ENOUGH.



NSW Farmers' member feedback on Mobile, Internet and Fixed Line Services – September 2021

	<p>suitable for a tower which would ensure coverage for many neighbouring residents near and far. We look forward to your response as we believe mobile coverage is paramount today for emergency and other communication.</p>	<p>vigilant surrounding their health & staying put. We have a Trigg Station on our property, which we feel if studies were carried out would be an ideal spot for a tower to cover through to Ingalba, Niangala, Woolbrook & Walcha. Our son's education is currently being forfeited due to telecommunication issues, including basic internet.</p>	
Walcha, 2354	<p>There are many areas on our farm where there is no service. If a business call is expected it limits farm productivity and efficiency because the limiting factor is the mobile coverage. I don't know if the emergency numbers work in the areas of no coverage but I would not like to be in that position to have to rely on the mobile for assistance.</p>	<p>Regarding internet coverage; many agricultural information days are now held using a webinar format, it requires a certain speed to stream these webinars and the areas has very low speeds. Therefore, the opportunity to view these is severely restricted or not accessible at all. Banking at times is impossible as the internet drops out at particular times during the day. Sending and receiving emails is also an issue during this time.</p>	
Naradhan, 2669	<p>Service is ok at times, but unless we are near booster and external antenna service can be very intermittent. At times, even when within the house with booster and external antenna service does drop out. The service of mobile is not good enough to consider dropping our landline service.</p>	<p>Wireless satellite internet is ok most of the time unless there is video or webinar at peak time or low service connection in our area.</p>	<p>We have had a month or so of no service recently and found it very frustrating, as the mobile service wasn't that great either with dropouts and service fading in and out. Landline seems ok now but most people are preferring to use mobile service to cut costs.</p>
Barraba, 2347	<p>We have no access to mobile coverage here on our farm. We have an on property bull sale here annually and we do not have phone access to our sale shed at all. We do not have mobile coverage in our area for communications on farm, or to be able to monitor watering infrastructure. It impacts our sales every year as we cannot have phone bidding or online bidding. WE have paid a lot of money to services like Telstra and we have had no results. It also affects communications with fire communications in our area. We have a good group of volunteers in our RFS but sometimes we cannot just get them due to lack of mobile coverage.</p>	<p>WE have a satellite on the roof for internet access and we have to pay 55.00 a month for our service. When we have our busy periods, pre-sale I have to double that. I have family who live in Tamworth and they get unlimited internet access. Now everyone requires you to do everything online. Pay your bills, order, communicate etc.</p>	<p>Our landline has been working well lately, but I do have concerns that the infrastructure for landlines will not be maintained as they head to more 4G 5G extra with mobile for the masses why we are left behind</p>
Uralla, 2358	<p>We are frequently unable to make or receive mobile phone calls, and when we do have a connection, it is usually very poor quality. There is a Barnaby Joyce "Black Spot" tower near Balala, about 5kms away in a straight line, however the tower was built half way up a hill and behind other hills, so its signal does not reach us. In fact, most of the people in its alleged footprint area cannot get a signal from the tower. Huge waste of money. SMS messages do get through, however if they have attachments it takes forever to download, and similarly if we send a SMS with an attachment it quite often will fail.</p>	<p>Internet access by wireless (3G & 4G) was hopeless, so we switched to NBN satellite. We have frequent signal dropouts, slow upload and download speeds. The service provider (Skymesh) just say to switch off the satellite modem and unplug the satellite dish cable and power lead for a couple of minutes however this does nothing to improve the service. I have frequent Zoom and Teams meetings on cattle industry matters (Safemeat, Cattle Council, AUSMEAT, APVMA and NRS) as well as trying to keep in touch with our family. My wife has frequent Zoom meetings for Red Cross. The signal strength / bandwidth is so poor that I have to turn off the incoming and outgoing video to be able to participate; on some occasions it is better to dial in via landline rather than try to persevere with internet inefficiencies.</p>	<p>Landline (copper wire) is our most reliable form of telecommunication access, although we do get frequent lightning strikes, which renders the phone u/s. It usually takes Telstra a few days to patch the break or lay new cable, although during bad storm events it has taken over a week.</p>
Moulamein 2733	<p>We have unreliable service right across our area between Moulamein, Kyalite & Balranald. Bear in mind we are in no way remote, We are 40km as the crow flies from Swan Hill & the Murray River. Without Celfi boosters connecting to the closest Optus tower, we would have no service at all at our houses. We have growing (alternate to Sturt Highway) freight/tourism route</p>	<p>We use Optus mobile broadband for internet access at home. With Celfi Boosters it works reasonably well, we can pool data between our devices & we don't have to work at night like the satellite NBN people. Speed is limited to about 9mb/second. Out</p>	<p>Our land line service is rarely used these days because it's too unreliable. The Telstra infrastructure in this area has been allowed to deteriorate to such an extent there is uncovered copper wire connections exposed to the weather where the concrete boxes</p>



NSW Farmers’ member feedback on Mobile, Internet and Fixed Line Services – September 2021

	running through the area & virtually no Telstra service & limited Optus. We need a tower either Telstra or Optus in the 'Moolpa' area.	on the farm internet access is practically non existent if not in a ute with a Celfi booster.	have caved in. We only keep it connected for power outages & emergencies.
Uralla, 2358	Despite only being 5km from town as the crow flies and with insight of 2 mobile towers our mobile reception is very poor relying on a booster to get any service at all - it is generally very poor quality continually drops out	We were on ADSL for over 20 years. The line deteriorated, was repaired badly and failed to work well. Telstra refused to further repair as we are now in a NBN area. NBN was connected in late 2017 but as we can't get line of sight from the house to tower it did not work. Telstra still refused to repair the ADSL as we are considered to be in the NBN coverage area despite it not working. Satellite providers will not connect as we are in a NBN coverage area. Telstra provided a booster for mobile broadband - however this is unreliable, drops out and often results in us having to access the system in non-office hours when demand on the network is lower. Typical download speed are less than 1Mbps, though can inexplicably lift to 15Mbps	Landline is old and regulatory fails after rain. As we are the only premises on the line (8km from the exchange) it is not replaced and continual patch jobs are undertaken. We however persist with paying rental as when mobile coverage is down this is the only telecommunication we have
Upper Rollands Plains, 2441	Mobile phone service coverage is limited to the tops of certain hills. Service is only established by hiking to these locations. Some sort of solar powered device with a directional antenna to point the signal down into the valley in the direction of our residence would solve this problem.	We have an NBN Skymuster Satellite Internet Service with Activ8me as our ISP. The speed is inconsistent and is very slow sometimes notwithstanding prevailing weather conditions.	The copper landline phone service was frequently unavailable due to power failures or damage caused by storms. Repair time after storms could take weeks to occur. The quality of this service suffered from the repairs and age of the infrastructure with excessive amounts of static and noise. We decided that the NBN Internet service in conjunction with an appropriate Mobile phone service i.e., a service, which included VoLTE to enable "WiFi Calling" over the Internet should be a much better option than the current landline service. Unfortunately, this has not proven to be the case. Our phone service over the Internet is plagued by – <ul style="list-style-type: none"> • People calling us but our phone not ringing • Trying to make calls but not establishing a connection to the phone called. • When a connection is made, the service quality is poor with a lot of the conversation unable to be heard by the other party or not being unable to hear anything said at all. The advertising suggested that this would be a reliable service, which would importantly provide communications during those times of emergency like our recent flood disaster in March. Unfortunately, this was not the case. On the matter of communications, during this disaster and the ensuing week the only communications in our area were 2-way radios. It seems that any sort of backup plan for the communications towers at Middle Brother to provide continuous communications was either non-existent or failed miserably. The "Continuity of Service" emergency procedures (if they exist) depend on work practices (with responsibilities) assigned appropriately to ensure that vital Communications Infrastructure was managed such that integrity checks of emergency backup measures were made to ensure a status of "Fail Safe". The failure of what must be considered, one of the most important, if not the most important, pieces of



			<p>infrastructure in Australia during the “March 2021 Flood Event” is an absolute disgrace. People were obviously not doing their job and management was not putting procedures in place or checking that procedures that were in place were being implemented to ensure a status of “Fail Safe”. As I understand it, this problem occurred because the diesel tanks to provide fuel for the backup generators to provide power for the transmission towers were empty and access to the tower location was compromised due to the damage to the access roads by the torrential rain.</p> <ul style="list-style-type: none"> • Has there been a “Please Explain” asked of the people responsible for ensuring a continuity of the Communication Infrastructure and why they failed in their duty? • Do we hear anything about remedial measures to ensure this situation will not happen again? No. • Has there been any measures put in place to ensure this situation does not happen again? I suspect not. <p>We were lucky people did not lose their lives in this disaster. From my knowledge there were at least three emergency air lifts conducted with several additional air lifts required of people trapped and caught in the flood where resources were not available. Enough said!</p>
Upper Rollands Plains, 2441	We have no mobile phone service available at our residence.	We have satellite internet with Activ8 but it is unreliable.	We have moved from landline to Voice Over IP as the landline service had frequent service failures and lengthy delays being repaired. However, the Voice Over IP is proving to be unreliable. In particular, calls coming in are not being received.
Wandsworth, 2365	Our property is only 45 kms from Inverell and the same from Guyra and have no phone service on the property. We have invested over \$10,000 in CellFi boosters at the house and shed at considerable expense and this provides us with some mobile service within 50 metres of those areas. We run a 1000 head feedlot on the property and 3200 acres of grazing but it is our 25-year-old daughter who lives and works there full time whilst we live at Croppa Creek on a cropping farm. The feedlot requires multiple trucks in and out each week, which is difficult to co-ordinate without phone service over the farm as when we are working, we are mostly away from boosters. In addition, any mustering, yard work and repairs and maintenance is done some distance from the boosters which means we have no connectivity in most situations where help is required. Personal safety in this respect is the highest priority however, getting advice from a vet for example on the phone is impossible unless a long trip is made back to the house. An example recently: my daughter moved a calving heifer some distance to the cattle yards by herself in the dark in order save the animal by removing the obstructed calf, performed an operation (she had never done before) to excise the dead calf, all the while driving back to the house multiple times for veterinary advice. The danger of working alone with livestock in a situation like this without mobile phone coverage is very real.	We use 3 or 4G only with the help of multiple CellFi boosters.	All work is done away from the house so the fixed line is useless in most situations.



NSW Farmers' member feedback on Mobile, Internet and Fixed Line Services – September 2021

<p>Lake Bathurst, 2580</p>	<p>Our mobile phone coverage has diminished from 90% coverage of the property down to about 10% in the last two years. We are only 5 km as the crow flies from the Telstra tower at Tarago NSW 2580. Telstra have obviously changed the settings and it has greatly affected our phone reception. The mobile phone is access to the RFS emergency call outs so the current situation is unacceptable. I previously could take calls on my mobile within the house, now when the phone rings I have to go outside otherwise the call drops out.</p>	<p>We are on mobile broadband and as such have the same issues as the mobile phone coverage, very slow, to what it was and many dropouts. We are situated 50 minutes from the capital of Australia, Canberra and 2 hours from the largest city in Australia, Sydney yet home schooling has been a nightmare as our internet service is not capable of either receiving or sending large school documents. I emailed Angus Taylor and his response was buy a booster, not good enough.</p>	<p>Only problems experienced caused by a very old exchange, I believe one of the oldest in NSW.</p>
<p>Wollomombi</p>	<p>On our working beef cattle operation we estimate that we have mobile range on less than 20% of the property. Areas that do not have mobile range include; our home, the cattle yards, and along roads which travel through the property. We are 50km from Guyra and 75km to Dorrigo. Having irregular and/or non-existent mobile range not only presents operational problems for our business, but most importantly is a huge work health and safety risk. Not having mobile range at our home presents problems for connectivity for work and school life. Instead, we must have NBN Satellite, which is expensive and also temperamental. Supporting three children through home-schooling on line would not be possible. We need mobile connectivity throughout our property for health and wellbeing, schooling and business needs.</p>	<p>We use NBN satellite for internet. It is expensive and the broadband speed is not acceptable to be able to conduct business and schooling online. There is an Optus tower on Doughboy mountain, which could help us but for unknown reasons it has not been connected so we are not able to use it.</p>	<p>We have fixed line telephone.</p>
<p>Coonabarabran, 2357</p>	<p>Our mobiles have been very ordinary, with 1/2 to 1 bar most of the time, we used to get more service before with 2 or 3 bars, now our calls drop out, we are still 3G, we drive into town 15km we have 4G and good service</p>	<p>We have Activ8 internet (satellite), we keep using all the data before the end of the month, even though we don't use the computer all the time. Our service can be very slow.</p>	<p>We have 2 landlines, most months there is a week with one out of order, the calls being diverted to the other line.</p>
<p>Mudgee, 2850</p>	<p>We live in a rural area approx. 13 km from the nearest Telstra tower, yet we have no mobile service on our Telstra mobiles. Even visitors to the house with Optus mobiles have no service. The landline phone frequently drops out particularly in wet weather or in storm activity. To report this service out we either have to drive approximately 10 km to gain mobile service, [yes that is right only 3klms from the Telstra tower!] or try to report over the internet, difficult if there is also a power outage in storm activity. When our landline is out the request from Telstra is always a mobile contact number. No mobile coverage! They can divert our business calls to our mobiles. Once again no mobile coverage. We have to then travel to other areas of the property to gain mobile access to receive these calls. Not a very productive way of carrying out a business. My elderly Father lives with my family, he has a cardiac condition which he may require medical help for at any time. It is extremely stressful when the phone service is out and we have no mobile coverage. I do have priority assistance to have our fixed service returned as soon as able, when is generally fairly prompt. However, we still have the stressful process of reporting the outage that is the inconvenience of driving somewhere on the property or down our main road to find mobile service. The family also conduct an agricultural enterprise. There is a growing need for reliable mobile coverage to conduct this business: e.g. Sourcing fodder in the recent drought; Accessing marketing tools; Accessing machinery parts; Accessing staff to perform farm tasks; In general conducting everyday life</p>	<p>We have wireless satellite internet. This is usually reasonable slow. The main concern is with inclement weather we often lose this service. Once again this a vital tool in conducting our agricultural enterprise in this modern technological world – e.g.: Sourcing spare parts; Marketing tools; Accountancy requirements; Reporting requirements of various industry bodies. Particularly in this pandemic where there is greater requirement to isolate</p>	<p>We experience frequent outage of fixed service, particularly in wet or stormy weather, even heat can play havoc on the service. The local telecommunication exchange is aged and only services a small community. The concern when there is an outage then we are in an isolated rural area with often no means of communication. No fixed line or no mobile. As stated, call diversion to mobile, if service is out, not a productive way of conducting business when having to travel to gain mobile service, to access any messages. This is distressing on a personal level, with an elderly father who I care for with cardiac medical conditions. My husband is also a volunteer fire fighter. In the recent bush fires it is vital to have a phone service to either report bush fires or to be called to attend a fire. On a business level it is difficult to conduct day to day business activities for sourcing of agricultural products such as fodder or spare parts. All of the above mentioned reasons.</p>



	<p>where there is an growing reliance on the need to do everything with a mobile phone. Especially now with the corona virus pandemic. Another source of concern for us in the recent bush fires was the lack of mobile service. My husband is a bush fire volunteer he needed to be available to be called to fight fires or to report fire activity in our community. When this mobile phone tower was installed there was no consultation with the community to its placement. The local terrain is quiet hilly and this tower has been placed down in a valley and not up on one of the surrounding ranges, where we feel better coverage would have been gained. At the time of its installation, we did speak to our local member who approached various telecommunication bodies. The response to him from these bodies seemed to be that it was an economic decision to place the tower where it was and not to obtain an improved coverage of service. We as a community feel this has not been the best use of resources and has been somewhat of a box ticking exercise on behalf of the telecommunication giants. In today's modern world of 2021 we don't feel it is a luxury to have decent telecommunication services it is a necessity.</p>		
Bundarra, 2359	<p>We have marginal mobile signal and have to use a signal booster in the farm office to be able to use it somewhat reliably. It is connecting to a tower 60km away near Inverell. However in busy times such as school holidays / weekends it is unusable. A tower in Bundarra to service the area and the road between Armidale and Inverell is needed.</p>	<p>The only viable broadband is mobile broadband using the above mention mobile tower. Satellite is possible but the download limits are unrealistic and we had to cancel the service. However even with a signal booster at peak times of the day and holidays there is intermittent.</p>	<p>Landline not possible nearest cable is 5km away</p>
Cowra, 2794	<p>Coverage is patchy, dependent on weather; Above 30degrees, windy or storms no coverage. Average 2 bars.</p>	<p>Have use satellite for our internet- again not very reliable, weather dependent. We are paying double/ triple what city/ town residents are for their internet. We have to keep our landline for emergencies.</p>	<p>Landline again is unreliable, will drop out after being on the line for more than 2 mins - line will the go scratchy then drop out. Will have to make several calls to complete the conversation. When we speak to Telstra, not interested, log report, no resolution. We are told by technicians that it is a very old line and they will not upgrade. All well and good if you had a reliable mobile!</p>
PEAK VIEW, 2630	<p>Mobile phone coverage not available at our house and very patchy reception in some paddocks. Mobile and landline did not work during bushfires. Frustrating when organizations want to send SMS codes to access programs and we are unable to receive them. Cannot download apps without reception.</p>	<p>We use satellite, which often drops out or is unstable. Very frustrating for Zoom meetings and day to day use.</p>	<p>Landline has been fairly reliable. Unfortunately wait times for repairs can stretch out. Often summer lightning storms will break underground cables. Takes time to get labour and machinery onsite.</p>
Berrigan, 2712	<p>No service in the office. Partial service on the hill. We have expensive equipement to boost the service but it cuts out frequently. It is extremely hard to find a technician to set up booster equipement and to service it. Hence we have long periods of intermittent connection re no educated qualified technician available. Business is very difficult to run with no service! The Australian Government controls the mobile booster equipment registration and with Telstra regulating the WiFi band strength other mobile service providers can transmit and they are the only companies to erect towers in our region we have worse service in the country now to when the first mobile phones first came onto the market. The answer to the problem is to have Telstra put mobile towers up in our area or have the government change the monopoly of Telstra's WiFi transmission waves. The dollar value</p>	<p>We are forced to have NBN Broadband as the landline cables are copper and will never be fibre optic to provide NBN internet. NBN Broadband is very expensive per gig compared with Wi Fi. It cuts out with changes to atmospheric conditions.</p>	<p>The landline is the old copper wire. Reception is extremely poor, as it has constant back-ground noise, after wet days we can't dial out, termites often destroy the connectors along the wire. Telstra technicians put our line in the no-preferred to work on jobs. Telstra have no intention of updating this. I only pay for the landline for the access to the outside world in the event of an emergency as in the power goes out in a fire and the use of UHF equipment is unavailable or the privately owned booster equipment is cut off in emergencies as in no power to run them.</p>



NSW Farmers' member feedback on Mobile, Internet and Fixed Line Services – September 2021

	to all users in our area to communicate for business and personal use with extra equipment and maintenance over the years, would go a long way to pay for the tower!!		
Brocklesby, 2642	Mobile coverage has definitely got worse over the last few years in our area. The coverage was strong with no issues but now you could be making a phone call and it drops out or you have no service at all. This is very frustrating and concerning as it is our only way of communication device as we have no telephone landline.	We have internet wireless Netgear through Telstra as this was the only service we could receive. We have had this service for over 10 years. The internet has deteriorated as well with being so slow and dropping out. Also, the cost of internet for the amount of data in the rural area is ridiculous.	We have had a landline for over 20 years and in the last 12 months we cancelled it due to our telephone bill being so expensive and not using it. Our bill went down at least \$150 a month without the landline. My only concerns with this now is after we had cancelled our landline there was a Telstra mobile / internet outage for 2 days which we had no way of contacting anyone/family if we needed help .
ARMIDALE, 2350	We have three properties along the Guyra Ebor Rd.1st one on Sissons Rd Guyra.2nd on HillPark Rd Aberfoyle 3rd on Dyamberin Rd Wongwibinda. All properties have mobile service difficulties.No service at house on Sissons Rd,have to go up the hill about 1 km from house to get service.Hill Park is better depending what type of phone you own,but patchy,Dyamberin Rd is spasmodic,some days better than others but never great.Living and working on these farms we need better service as you don't know when an emergency may arise.		
Walgett, 2832	We had good reliable mobile service at Walgett, however the service reliability has dropped off considerably in the last few years. Call drop outs, especially in windy weather,	Slow and unreliable mobile broadband and no solutions offered by Telstra to these problems. It seems with everyone having an 'iphone' device these days, the infrastructure is unable to handle higher usage effectively	Cost of maintaining a landline
Warrawidgee, 2680	Completely unreliable, unacceptable and negligible. To not have such a basic service for a location 30km west of the City of Griffith is incomprehensible. To neither be able to make nor receive mobile calls that are clear and uninterrupted every time is simply archaic when there is perpetual advertisements praising the latest technological advancements in the telecommunications area. To have to ring 2,3,4,5 times simply to get a signal/line to make a call is outrageous! How can you run a business when confronted with this dilemma? Incoming calls simply dropping out, provided they can get through to begin with. In the case of an emergency, what do the Telcos propose we do....die in the paddock?	What internet service? We have to date been unsuccessful in acquiring any internet service at this location. Efforts made to inquire of telecommunications personnel about what avenues are available to obtain a service has resulted in being told that there are no answers, so we continue having no service. This has forced us to operate our business from an office in the City of Griffith. Fixed line - this is not working and has never worked under an ADSL system. Satellite - this does not work, as confirmed by neighbouring properties. In a nutshell, nothing works! The old CDMA and analogue systems were working and were reliable services. Based on the telecommunications advancements of today, we simply need a system that works....and we need our call for assistance on this issue expedited! I am more than open to discussing this issue further via a zoom meeting at a mutually convenient date and time when I am in my Griffith office.	What landline? It's nothing but crackling. Despite it being reported and allegedly fixed multiple times, it is STILL out of order. This is what you get for continuing to pay a monthly service simply to retain your number!
NANA GLEN, 2450	We have no service in our home or office. There is very patchy service over the property being generally 0-1 bar. During the 2019 bush fires, we were severely impacted and we could not communicate with family members who were fighting fires at different locations on the property. Not being able to communicate was very distressing and dangerous.	We use ADSL via our phone line, which is on the Telstra network. The download speed is 1.89Mbps and the upload is 0.71 Mbps. Browsing the web is very slow while downloading movie and similar content is impossible. Mobile broadband on our Telstra based is the same as per mobile phone reception.	Can be intermittent. Currently it is working satisfactorily, however this changes and is severely affected during heavy wet weather periods and floods in particular
Sally's Flat, 2850	We have had a smart antenna installed into our home and yet we still suffer from dropouts. A call may come through but the person calling cannot hear you. They lose you and then you have to move somewhere else and they get	For the last 2 years our internet coverage has been slow to non-existence and I have spent the last 2 years trying to get some satisfaction/results. We had good service before and like most	



	<p>you back or you have to call them back. Other times your mobile will not ring, you will just get a text message to say you have missed a call. We are in direct line of the tower on Monkey Hill and yet we cannot rely on reliable mobile service, even with a \$2,000.00 smart antenna.</p>	<p>businesses, farmers run a business, we had to rely more and more on our internet to operate. Our family home has been here for over 80 years and yet they tried to tell me our home was in a black spot!! Really?? Did it move?? So, after many email and telephone calls, I contacted our Federal Member and only then did someone start to listen to me. Telstra were expecting me to pay \$2000.00 for a smart antenna just to get a service that I use to have and to pay more than most people pay in towns. Telstra paid for the antenna and its installation for our home. The technician that did the installation said that there is probably a fault with the tower, something Telstra will not accept, or look into. I have been told not to divulge information on what Telstra did for me. Our service is better and I now can open emails and send emails again. Telstra only care about the town/city and are so set on 5G, when all we are asking for is a decent 4G service. It says a lot about the Company when your local member has a designated person in their office just to deal with Telstra complaints.</p>	
Goorianawa, 2396	<p>There is partial Optus coverage on the eastern side of the property with very little Telstra coverage. On the western side, there is no Optus coverage and Telstra varies from 1 to sometimes 3 bars.</p>	<p>Our internet is wireless using a Telstra modem connected via a mobile service. We are unable to use Zoom or Facetime. In off peak periods, typical download speed is around 8/10 Mbps with upload speed below 1.0 Mbps.</p>	
Moree, 2400	<p>Mobile range is extremely variable. More often than not lucky to have 2 bars never all bars. Some places on our farm we have no service.</p>	<p>We are wireless. Spasmodic is how we describe our internet.</p>	
Glencoe, 2365	<p>Poor connectivity between towns Poor connectivity in paddocks, which is dangerous in emergencies. Poor connectivity within the house even with booster attached.</p>	<p>wireless satellite Internet connectivity is reasonably good but slow.</p>	<p>Most calls on a landline are just nuisance calls. Often can't understand the caller or line drops out frequently.</p>
Wellington, 2820	<p>We have very patchy phone service on our property, which is very frustrating when trying to work as well as talk on the phone. I have been lobbying various people in the past to have a tower located on the top of Mt Bodangora, which is the highest peak for hundreds of kilometres at 743m. I keep getting told the providers don't want to overlap any existing coverage which apart from being annoying is like having a painting in point form. I gather Optus will be providing a tower on the mountain but as such no word from Telstra, which most people in the bush use.</p>		
Wallanthery via Hillston, 2675	<p>We don't have any access here on the property. Coverage very hard to find. Can use mobiles in the house with satellite WiFi.</p>	<p>We use Activ8 satellite internet which is brilliant. It's more expensive and unfortunately we can't get unlimited data, so that makes streaming, Netflix etc. not really possible. That can be frustrating because everything nowadays is 'streaming'. It would be nice to have the same advantages as regional towns or cities with similar pricing. We have four adult children so if they are home our data does not last long.</p>	<p>We have had major concerns regarding our landline. Last year alone we had 110 days with no landline, due to issues at our local exchange. When queried Telstra have given us varied excuses including that it will be updated, when we get the NBN, but that will never happen. Only last month we were without a phone for 9 days. There does not seem to be a priority in repairing exchanges because there is a presumption that we can just use our mobiles. We had an incident in January where there was an electrical outage in the area, our exchange was out and we had a fire. My husband, captain of the local RFS had to head out while I had to drive 10kms to contact members of the brigade by mobile,</p>



NSW Farmers' member feedback on Mobile, Internet and Fixed Line Services – September 2021

			with varying results. We have contacted Helen Dalton MP who has made great efforts but problem still not resolved.
Singleton, 2330	Poor or non-existent service across our valley. Telstra not interested in improving service as they say it is not viable. This disadvantages us in our business, as we cannot access information or data to assist us in management. In the current environment- COVID- our children have not been able to access school or university courses so therefore have been disadvantaged through their education or have been put in harm's way.	Again limited to non-existent. Unable to get fixed line or ADSL as we only have the old copper line and more than 10klm from the country exchange. No access to satellite- still waiting for approval but skymesh told us that we are not eligible for nbn satellite. We use mobile wireless, which is as mobile service is limited - so the internet service is limited and not available in house. Once again, profit vs cost is a problem with companies looking at upgrading service access points - more towers in isolated areas.	Landline is the only communication avenue we have and Telstra is not keen on repairing or upgrading the service due to the cost of the copper network system even though we have optic fibre cable running through our rural property. Our exchange is to capacity, and as subdivision increases, the communication system does not keep pace enabling everyone the opportunity to have a reliable working comms access. Again as said earlier through this recent times the disadvantages are obvious - maintaining a professional business in modern times, keeping access to up to date information, and most importantly education for our children that without access fall behind. This causes frustration and stress (mental health) as they see being left behind so they lose interest and not want to achieve in schooling. I am very concerned on mental health with teenagers.
DUBBO, 2830	We live in Dubbo and access our farm by travelling north on the Newell Highway. The mobile coverage has become worse over the last 5 years rather than better. When previously you could travel the whole section with mobile service, it now cuts out about 10km north of Dubbo until near Eumungerie. Uninterrupted mobile service along the Newell Highway is essential for business efficiency and safety.	I use a mix of mobile broadband and WiFi at my home and have few connectivity issues. What concerns me is that so many farmers who I connect with have difficulty with their connections making meetings and sharing ideas less interactive.	I rarely use landline and rely very heavily on my mobile phone for communication. The elderly and those with poor mobile service on farms will continue to rely on the landline service for their communication from the house to receive and make calls. They also require an adequate voicemail service to receive messages when they are not available. Landline is also critical in emergencies when there are interruptions to the mobile service.
Rawdon Vale, 2422	There is no service here. I have to climb a mountain to get any. Many internet sites require a code to log in, sent via SMS. Makes life difficult.	We have a Skymaster 2 service. Works really well	Good old landline.
Yarrowitch, 2354	Most of the property has no mobile phone coverage at all, that includes calls and texts. We get a bounce back from a hill of one bar of 3G. There are some areas, very limited, that receive a little mobile phone coverage but still only one or two bars of 3G. We live beside the Oxley Highway, which is a main thoroughfare between the coast and the New England areas. There is very few areas that has mobile phone coverage including where we live has none. Which was stressful when there was a fatal accident outside our property. People had to leave the scene to make a phone call to emergency services. If there is ever an accident on our property or that of our neighbours, calling for help is not an option.	We have Skymuster NBN service from Activ8me. The service is slow, compared to the coverage other people in towns and cities get. It reminds me of the dial up era. The packages that are available to us compared to our city counterparts are limited with data and expensive. We get peak and off-peak data, and off-peak data is unusable and not used by many customers. We pay a lot more for our data and with now a lot of our business being run online (AuctionsPlus) and searching of equipment, cattle requirements, cattle for sale and sale of, and banking, we use our data all month. And then it goes into slow mode which means it's not worth turning on our computer or devices. We do not have the benefit of decent free to air tv so we must use a fair bit of our data for television viewing. I feel we are treated as second grade citizens due to the fact we want to be in farming, which face it, cant be done within the city limits.	Our phone communication is only landline as we have no mobile phone coverage on the property, especially at the houses. This is something most people we deal with in our business find it very difficult to understand. Our landline is of poor quality and has often been out of action due to the line being chewed on by cattle. Our landline also gets an electric fence noise through it, even though we don't nor our neighbours have an electric fence and more often than not the line is crackly.
Rylstone, 2849	I have no mobile phone coverage at or near my house. Phone calls through the internet/WiFi mostly do not connect. This is a problem as the majority of businesses only call mobile numbers. Extremely frustrating receiving and leaving messages when I drive 2km to get reception.	I have SkyMuster satellite for internet. Speeds are starting to slow down as time goes by and the satellite is probably oversubscribed. This means many sites do not load properly. Pricing/plans are poor compared to what is available in town.	Landline is good until it is not, e.g. after rain. The line is old and I have been told that there aren't any 'spares' for when the line breaks down due to age/corrosion etc.



NSW Farmers' member feedback on Mobile, Internet and Fixed Line Services – September 2021

Dalwood, 2477	Access has been improving but there are still areas around Alstonville & Iluka where service drops out. Like I get mobile service at the back of my house but not the front. I think all the no services spots on the Pacific highway should be fixed as soon as possible because of safety and work reasons.	We have mobile broadband it has improved but we also have a booster.	I no longer have a fixed line.
Comara, 2440	Mobile coverage on our property is good overall, however, when we experience power outages in the area for some reason we lose both mobile and landline service placing us at risk in the event of an emergency. This problem was meant to be rectified following the bushfires of November 2019 but we are still having the problem. Telstra provide no explanation to consumers and I find this extremely frustrating. We are locked into using Telstra as Optus does not have signal in our area.	The issue highlighted above is also applicable for internet access, i.e. in the event that we experience a power outage we lose internet access.	Only this week our landline was restored after being out of order for 4 weeks. Yet again, we have had no explanation as to what the problem was. I did negotiate a \$20 refund however. We are fortunate in that we have mobile reception on our property, however, there are properties in our valley that do not get mobile reception and 4 weeks without telecommunications is totally unacceptable especially that we live in such an isolated area.
Yass, 2582	We got a new tower in our area a few years ago. It is less than 4km from our house, but the service is very limited most likely due to not enough capacity due to everyone being home and work or school all on line; or an extra 2000 tourists camping in the area roughing it while they watch Netflix. We have to have our mobile phones on a window sill to get service.	We use mobile broadband, but with 2 students at home and our business office in the house there were times when nothing would work. Not good for a zoom lesson.	Landline is the most reliable. Sometimes it may take a while to fix an issue but it is our main contact with the outside. Cannot be used for internet as we are over 15 Km from exchange - tried that.
Torrington, 2371	We have no mobile phone coverage at our property, which becomes a major concern in emergencies such as farm accidents, bushfire emergencies, illness and matters requiring police assistance. We have offered Telstra the use of a high point on our property, the highest in our area, for a phone tower that has an access track, to which they appear uninterested. Instead, they have located a new phone tower in the village of Torrington, on top of a spring and in a valley 200 metres below our offered site. This provides no coverage in the village let alone any service on our property. They have been notified of this and have done little to respond to our concerns and no rectification has been made or any alternative implemented. The area and the village were badly impacted by the 2019 fires with 17 houses lost and many sundry buildings.	We have satellite internet, which is subject to provider and power blackouts on frequent basis and is at times very slow and unsuitable to use for any financial transactions, internet banking or important responses requiring electronic forms. We pay the premium cost for this service through Southern Phone our provider and appear to have little alternative.	The landline service is our only dependable communication link and is subject to the weather, being effected by rainfall events, lightning strikes and storm damage and bushfires which can be frequent in this area. The response time for repairs can vary from 2-3 weeks to 2-3 months in the recent bushfires. Email response by providers is poor and at best, very shallow to our predicaments. We also pay premium cost for this service through our provider Southern Phone; Telstra are appalling to deal with in both response, courtesy and service.
Nowendoc, 2354	Nowendoc is 2 hours from Newcastle, Thunderbolts Way is a highway and between Nowendoc and Gloucester some 80 kilometres there is no telecommunications, as Thunderbolts Way is a very steep decline, there are many driver incidents and to access assistance it is a long drive each way to call for help.	Mobile broadband from the local tower only lasts about 2 hours if we have a power failure in the area.	Landlines have been converted to the tower, no FAX capacity available
Walcha, 2354	We have intalled a registered CELLFI unit, which cost thousands of dollars - to be able to use our mobiles while the landline is out of service, however due to the illegal boosters being used and jamming the tower, our CELLFI is not as responsive. Devices will show full bars of reception but we are unable to make calls. Therefore, our mobile broadband will not work and while the landline phone is out of service we have NO METHOD OF COMMUNICATION expect for driving 20km to come in to service.	Mobile broadband through Telstra, sufficient amount of data. Due to reception issues, this can be patchy.	Our landline is with Telstra, and the line is so difficult to hear on at times. The line often goes out for weeks at a time, and given our internet access is unreliable this makes running a business incredibly difficult. We have installed a registered CELLFI unit, which cost thousands of dollars - to be able to use our mobiles while the landline is out of service, however due to the illegal boosters being used and jamming the tower, our CELLFI is not responsive.
Wee Jasper, 2582	Slow data speed and not being able to connect at times. Can be less than 500 meters from tower with a hill in between and not able to receive signal to make or receive calls.		



NSW Farmers' member feedback on Mobile, Internet and Fixed Line Services – September 2021

Lake Cargelligo, 2672	While we have strong coverage across our operations once we move off our farm coverage is nil to patchy. As we now rarely use UHF in the field, with the exception of more intensive periods like harvest, our staff are not monitoring or using radios on a day to day basis, any emergency, where time is critical, will be slower to report. Many services, government agencies, and visitors rely on mobile services for information, connections to their home or office, directions, and safety monitoring, most don't have alternative systems.	We use a combination of ADSL and mobile broadband - reliability can be patchy, particularly at times of high demand. As business systems move increasingly to the IoT solutions unreliable service is a significant bottleneck and potentially undermines the systems & records that used to support marketing, compliance, and communications.	Currently, nil. In the future, there will not be a viable alternative as the market shifts toward mobile and away from poles & wire type solutions.
Darlow, 2729	No mobile coverage. If you want Mobile service we drive down the road to 666 & get service there.	Internet is good (Satellite)	Only issue with landline is that too many have got rid of it & put mobile boosters at their house. Main problem with this is that while we knew their landline number off by heart mobile is hard to remember when there is a fire of something. Landlines are best in the country if you have a wall phone as if the power goes out you still have a phone.
CUMNOCK, 2867	We have I phones - a Telstra yaggi aerial and a WiFi system inside all to help boost the service and our reception is 50% and sometimes less- and loses more % in bad weather or weekend when many people are using the system. The phone can appear to have service but we are often dropping out in the middle of conversations and reception around the home and farm is very ordinary.	Wireless internet. I pay for TWO types of internet. Big pond AND wireless WiFi as I always need a backup. Paying for two types of internet is costly, but it's the only way I can keep things on track.	Landline is terrible most of the time. It is crackly, quiet, and goes out after rain or storms. The lines are peaking out of the ground in many places when they should have been dug deep into the ground. I pay for landline as a BACKUP as when we have power outage (which runs the WiFi) I have no mobile phone service. So the long and short of it is - we pay for TWO Internets and extra land line phone service so when something drops out- maybe the other one will work.
North Star, 2408	North of North Star often has very poor connections, sometimes no connections and often dropouts. Mobile battery often goes flat when searching so much for contact. We have to install boosters in our houses and vehicles to have any signal.	We have mobile broadband for internet, which varies greatly in speed and connectivity.	Our landline has been converted due to copper cable failure, to a wireless gateway connection, which can be unreliable and noisy.
Wuuluman, 2820	Our address is 8 km East of Wuuluman in the hills North East of Lake Burrendong. We have little or no mobile coverage. The only coverage we get is if we drive to the top of some of our hills. If a mobile tower could be located on or near our farm, it could service the Wellington/ Mudgee road very effectively. These days, people expect you to have mobile service.	The only reliable internet service for us is satellite. It would be nice to be able to have access to 4G or even 5G internet on our mobile phones.	Our landline service is less than adequate. The copper line has been mended so many times due to lightning strikes. We really need a new line but Telstra don't see that as a priority.
Wallendbeen, , 2588	Mobile coverage is inadequate even though we can see the tower. Phone drops out, Changes from 4g to 3g, Does not connect when dialing	We use Sky muster and are on a high volume plan costing \$260 a month It is only just OK, sometimes goes slowly and fails to connect	No issues as we rarely use this
Gundry, 2580	Lack of mobile reception between Binda and Blayney (NSW).	Satellite NBN not only slow at times, but regularly no service at all. (Gundry NSW)	
Coolabah, 2831	It is pathetic. As the crow flies we are only about 5 km from a tower and basically no service at our house so we have had to put in two phone towers.	We are on broadband satellite internet--is quite often slow and does drop out which has been a problem this year as we have a child on Distant education.	Landline we are fortunate it is quite reliable except when we lose the power we lose our landline after half an hour.
Guyra	Never before have we felt the divide between regional rural and city so great. We have no mobile phone coverage - due to being in a black spot, which according to Telstra is unlikely to be addressed in the short to medium term. This is despite being only 76km from Armidale (a regional city which first launched nbn) and being close to a very busy regional Road. As a result, we have to return to the house if business phone calls need to be made -	As we have no mobile coverage we have a fixed line and satellite internet with limited data (unlimited not an option). We also maintain mobile phones for use while travelling and in town. This adds to our telecommunications costs significantly but mobile phones get limited use - particularly with Covid experiences over the past two years. We dream of being able to say we can binge	Landlines are essential in our non-mobile world. However when the landline is out of order it leaves us without any phone connections. Over the past 10 years, this occurs at least 4 times a year with durations ranging from 24 hours to up to three weeks. It is also disappointing to receive the message to use mobile or go to



NSW Farmers' member feedback on Mobile, Internet and Fixed Line Services – September 2021

	wasting time and creating inefficiencies and loss of productivity (e.g. organising trucks, supplies, speaking to agents, banks, healthcare). It also substantially limits our access to available agriculture technology. It also means material increased telecommunications costs. Third world countries I have visited have better mobile coverage than we experience which seems extraordinary. Even accessing verification codes for grocery click and collect is impossible.	on Netflix or to watch Stan but that is not possible with limited data.	the internet to help monitor or resolve the problem. We would if we could!
Woodburn NSW, 2472	Mobile phone signals are very low in strength. Our house and office do not receive reliable signals. Several times calls are dropped or do not connect. Whatever the signals are received only in one corner of the house.	Internet is connected with 15 years old copper wire. I receive only ADSL signals with speed some time as low as below single digit. In last several years, we have not recorded internet speed touching 5mbps. Several time we tried to connect with NBN but Telstra always have told us that NBN team has stopped responding to their request on my behalf. I was told that there are 2 fixed wireless towers within the reach of my property but there is no spot available for connection for our property. At the moment, we get very low speed and that too get dropped several times in a week. A few times I had to reconnect for zoom meetings due to drop in internet connection. Telstra technical staff have expressed their inability to fix the problem mainly due to old exchange that has lived it's life. At the moment Telstra is not willing to upgrade or replace the existing equipment. Now we are surviving almost on written off exchange.	Landline is comparatively safer. However, we have remained disconnected a few times in past. This was mainly attributed to old exchange that has lived its life. Now we are surviving on almost written off exchange.
Castledoyle, 2350	VERY POOR COVERAGE. VOICE. CONVERSATION VIRTUALLY IMPOSSIBLE. SMS TE XT MESSAGES VERY SLOW TO ARRIVE USUALLY HAVE TO WALK UP DRIVEWAY TO RECEIVE TEXT MAKES INTERNET BANKING HARD WHEN A NET CODE IS REQUIRED	No problem with wireless direct via NBN	No problems, seldom used
Condobolin, 2877	Little to no mobile service. Unreliable and very patchy when we do have service.	Currently use satellite through bordernet. Have three children studying remotely, working from home and running farm enterprise. Not enough data can be purchased to last a month, capped at 160g and very expensive. Many options to have towers activated alongside radio phone towers to improve reception	Radio phone. As we have limited mobile service and many blackouts, this is our ONLY emergency contact. Regularly out of order, or cuts out. Needs upgrading. Thanks for taking this feedback on-board!
Woodstock, 2793	Mobile phone service is patchy at best at the homestead. There is no mobile service between Woodstock and the property (approx. 15kms) and there is no mobile service until 10kms from Cowra. Mobile service is extremely patchy along the Mid-Western Hwy until 5kms from Lyndhurst. There is an Optus mobile phone tower in Woodstock. Telstra has been asked to place an antenna on this tower and this has been ignored or refused. However, it must be noted that the placement of this tower is not in the best position and there are other situations that are more appropriate to providing a much better coverage to a larger area. The 3G service is being discontinued in mid-2024 and no attempt has been made to provide an appropriate service to replace the 3G for regional areas. Nor has there been any attempt to provide a service that is commensurate with the needs of the 21st century for mobile phone users in our region.	We utilise a wireless satellite service, which is patchy and slow when the service is over prescribed, a regular occurrence during this pandemic crisis. The critical issues surrounding the mobile phone coverage is intrinsically linked to issues associated with broadband internet coverage in our regional area.	Due to poor coverage associated with the mobile phone and internet service, a landline has to be maintained. However, the quality of the infrastructure for the landline is not being serviced or maintained. As a consequence, when we have large rainfall, we also can lose our landline service.



NSW Farmers' member feedback on Mobile, Internet and Fixed Line Services – September 2021

Wentworth, 2648	Live 25kms from town and next no mobile service, which is a concern when I work by myself.	We have satellite internet, which is slow especially when you have kids doing year 12 and first years of university with this lock down caper. Hard to send or receive big files.	Our landline is a concern when there is a junction box with the wires out in the open. It goes off when it rains, almost like a third world country. That's right, we are a third world country with the state of our technology and communications.
Wentworth, 2648	I would like to say our mobile service on Allanvale station is non existent, we have been trying to get this fixed for years but no one is listening, mobile service is most important to all stations around here as it is of our only form of getting help in an emergency when out on the farm. People travelling along the Silver City Hwy lose service about 20 km from Wentworth and when coming across an accident that requires an ambulance or other emergency people are faced with the dilemma of having to leave the scene to raise help. At times, this is not possible. This is not a situation you want to be in when there are lives at risk. There is a Telstra tower at Bunnerungie Station that is 70km from Wentworth that would service these areas that do not get service now. .Our community has been asking for something to be done for years. There is a pipe line that services 40 properties along the anabranche and our maintenance personnel are constantly faced with is problem of not being able to make contact with landholders is there are problems.	Satellite internet is not strong enough for the zoom meeting etc. and will drop out some times others can't even hook up	
BINDA, 2583	We have no mobile coverage at or around our home and centre of operations. We have installed a booster with an aerial on the roof. This has been aimed at the nearest Telstra tower. This tower was out of order for a month recently and we had no mobile coverage at all. Telstra said they could not send a technician because of the Covid lockdown. Even when the signal is received 50% of calls drop out. Signal strength drops from 5 to zero bars. The service is a disgrace.	We have fixed wireless for internet with slow uploads and downloads but we have unlimited monthly data allowance. However, this costs us \$115 per month, which we think is expensive.	We maintain a landline for emergency use because the mobile and internet connections are unreliable. Landline is too expensive for routine use.
McMahon's Reef, 2587	Very poor coverage perhaps one bar only suitable for messaging. Only ever 3G. The tower would only be 5 km away but service seems to have deteriorated over the last 12 months. This a Telstra service.	Our internet service is via wi-ski an independent provider but v expensive compared to city plans 10up 10 down for \$110. But, it has proven to be more reliable than adsl which would be our only other option.	
Evans Plains, 2	My issues of concern are two fold as being the captain of Fitzgerald Valley RFS we have all ways had difficulty with patchy service when we have call outs when time is of the essence to quick and efficient deployment, some members don't have service at all as the Fitzgerald valley is a bad black spot zone. At the moment, we a upgrading our sheds amenity's with toilets and showers etc. this will make the station desirable for an operation's centre during a major fire. Secondly, there is the safety for all the farmers and family's living in the area during any disasters.	Most of the inhabitants in the area have satellite NBN services	none I know off
Cowra, 2794	I am situated just 11.28 kilometres to the north of Cowra on the Lachlan river. Our mobile signal is disgracefully dismal; no signal in windy weather and an intermittent signal on clear sunny days when you would imagine a clear signal. It is really difficult to make phone calls or use mobile apps in the paddocks. So much for being able to run a business using up to date technology to make farm decision easier, it is impossible. In addition to production apps i can't really use FeralScan to geolocate fox sightings or	Out Telstra NBN service generally is ok. Again, it can be intermittent on windy, stormy days but overall ok.	I had to give up my fixed line for a VOIP service which i still pay for but have had no access to as it simply doesn't work. However, the bundle includes NBN, VOIP and the mobile. A serious waste of time and difficult for my 90-year-old mum who does not really get mobile technology. I would love to have my old landline back if possible.



NSW Farmers' member feedback on Mobile, Internet and Fixed Line Services – September 2021

	attempt to utilise geolocation in an attempt to manage Blue Heliotrope, an invasive weed on this property. The mobile signal is simply not strong enough at the moment to guarantee accurate geolocation using google maps. This is very frustrating to me, and as a solo farmer, i need technology to help me get jobs done or to manage it in such a way that i can get my employee (3 days a week) to accurately find the patches, and also for me to get back to patches without wasting time.		
Oberon, 2787	Telstra mobile phone very poor connectivity and issues this year with a blackout for over a week where we were told it was to upgrade to 5G and now we are back using 3G? and 4 G intermittently	Satellite NBN worst internet in years the old dial up was faster and more reliable, and it wasn't all that good when we had it. You can have an hour of great connection then rubbish for the rest of the day	no issues it goes out when the NBN goes out and nobody seems to use it any more
NORTH STAR, 2408	Very low patchy service all over our farm. We have spent thousands on celfi boosters in our vehicles, workshop and house/office.	Mobile broadband can be unreliable. Most days it works ok. Data packages are very limited and cost a lot more than town and city areas.	
Numerella, 2630	0 to 1 bar of mobile service on our property means NO mobile service. Nearly all new technology is mobile based. Come on Government! Invest in rural telecommunication infrastructure for productivity and safety.	Currently using ADSL over copper wire at the end of a road that has fibre. 0-1 bars of mobile service means no mobile service.	
ILLABO, 2590	Poor telephone connectivity. Only getting worse. Rely on a reliable connection for daily mixed farm business, and also for on-property bull sale relying on Auctions Plus bidding platform and phone bidding. Just held annual sale and sale was held up, with clients dropping out on phones and people unable to get online bids through. Costing us \$\$\$. Why does the government (at all levels) not appear to care? Why are our businesses, safety and livelihoods deemed second best to those who reside in urban areas?	Mobile broadband. Poor WiFi connection. Unable to run farm office efficiently. When more than one user in the household it fails. Have children home from boarding school and university trying to learn online and undertake exams and the service cannot cope. Eldest daughter studying veterinary science and she was forced to have to postpone her exam as the connection failed. On-property bull sale using Auctions Plus platform. Bids were slow to get through to auctioneers and people bidding online found it very difficult. Significant issues.	Have a landline for additional security, however most of the time it is just scammers or telemarketers who call. Telstra is supposed to be blocking these people, but they seem to simply not care.
Orange, 2800	Mainly good signal but sometimes very poor. We do get quite a bit of fluctuation. We also have areas on our properties with no coverage at all and the main concern here is an OH&S issue with our staff and contractors being unable to make contact with us.	We use Skymuster satellite. The data use compared to wireless nbn from a tower is much greater and there is no-unlimited contracts. It also appears to be much more expensive. Again, it fluctuates and is a bit weather dependent. No good in storms.	We no longer use landline
Rennie, 2646	We have very poor Telstra coverage here, it used to be stronger with the old 3g but it seems they have turned down the signal (4g) from the Goombargna tower and now, even with a yargi directional aerial, celfi boosters I get very little reception. I am running a large farming enterprise and Telecommunications let me down all the time which can be very costly!	I used to be reliant on Telstra wireless internet from the Goombargna tower as well and now it is almost non-existent so in addition, I have to also pay for Optus WiFi and I switch between the 2 to get the best available signal each day. We need 5g in the bush to run our businesses not jam tins and string!!	We still have a landline phone for when the power goes out and we are completely unable to use our mobiles or WiFi however we are at the end of the line from the Rennie exchange and 98% of the time I can't hear what someone is saying on the landline because of loud interference noises. The Telstra techs say that Telstra cannot be bothered replacing or fixing the line due to not enough customers using it. I would say it is as good as USELESS!
URALLA, 2358	Only about half of our 1200ha farm has coverage. We recently had an accident at our cattle yards and it was very difficult to get consistent coverage to talk to the ambulance- it kept dropping out.	Wireless satellite- the speeds are slower at certain times, than was advertised to be.	Landline is generally ok, unless severe wet weather or lightning strikes in the area.
Wellington, 2820	Generally very good when I am at Gobolion St. Variable access elsewhere and I do not need to be far out of town when there is no access - less than 2km.	Sometimes there are connectivity issues during Zoom conferences and it takes a long time to access sites like Westpac. I have difficulty in downloading large files sent to me by email.	I do not have landline or fixed voice access.
Merriwa, 2329	Cannot get coverage at our residence and in the farm office. Intermittent coverage on farm which us only 15 km from town.	Wireless satellite. Service is good but data generally used on day 1 and restricted download from there on.	None



NSW Farmers' member feedback on Mobile, Internet and Fixed Line Services – September 2021

Trundle, 2875	Over the years we have purchase every technological invention to try and improve our mobile coverage from back in the day being on ADSL dial up, to satellite, to celfi, booster antennas, vehicle boosters etc. All of which have had little impact other than to our bank balance! Currently we have boosters in all our farm houses and vehicles to gain and have reliable internet and mobile coverage.	Over the years we have purchase every technological invention to try and improve our mobile coverage from back in the day being on ADSL dial up, to satellite, to celfi, booster antennas, vehicle boosters etc. All of which have had little impact other than to our bank balance! Currently we have boosters in all our farm houses and vehicles to gain and have reliable internet and mobile coverage.	We have eliminated landline as it too was unreliable - whenever it rained the line would cease working.
Culcairn, 2660	We are with Telstra have one or maybe two bars on mobile phone at the house, cuts in and out, further down the paddock none. Optus have a tower on our property, why couldn't Telstra piggy back on this tower to give this area better coverage?. We have stayed with Telstra as we feel they have better overall coverage in Australia	We are using hot spotting from phone (Telstra) or prepaid mobile broadband dongle with Optus. Have had NBN with activ8me, which we were very happy with, but they just kept increasing monthly amount, tried to justify by telling us they had infrastructure cost. My reply was we all have infrastructure cost, unfortunately increases of fifty percent could not be justified, just greedy on their behalf.	Had landline but was forced to disconnect because of constant nuisance calls.
Quirindi	In 2017, we had a reliable 4G mobile service. By early 2018, it had diminished to 1 bar of 3G with phone calls regularly dropping out. Following six months of working with Telstra and the telecommunications ombudsman the service was improved, but by 2020 had deteriorated again. It is now intermittent. At times we receive a 4G service, at other times we are back to 1 bar of 3G. Phone calls regularly drop out. Our service is extremely unreliable.	We rely on satellite and mobile data. The satellite service is good but expensive if you need to use a lot of data for bookwork and business work. The mobile data plan is not as expensive but slow and unreliable.	My landline does not work.
CANOWINDR A, 2804	Coverage is patchy and inconsistent. Since we are no longer allowed to have a copper wire connection, there are real emergency/safety risks. Internet it too slow and inconsistent as well. These are basic services for safety and for business.	We have wireless internet. It is inconsistent. Better internet access is essential for our business.	Since we are no longer allowed to have a copper wire connection, there are real emergency/safety risks.
URALLA, 2358	Underground cables are not capable of carrying NBN or any other boosted data so we rely on the mobile network for mobiles and for the internet. Boosters help but our data or visual reception is haphazard particularly after about 4.00pm and up to about 9.00pm where online conferences or meetings continually cut out. Such things as sporting programs are generally useless and we have to rely on replays afterwards. There are at least three towers with 40km direct line but they appear to be overloaded, as there are two towns, Walcha and Uralla as well as Armidale City and its surrounding population. Any suggestion of 5G would reduce the range and 4G is so weak we use 3G, which works effectively on Cel-Fi only. There is no unbolted mobile reception in or near our houses. The Thunderbolts Way carries significant traffic both local and tourist as it is an alternative route from Sydney to Brisbane and is very popular with bike and classic car tours etc.	Underground internet is useless. Mobiles are OK provided we use a Cel-Fi booster but after 4.00p m visual pictures continually cut out.	Landline is poor but generally reliable. Does not carry data.
Tamworth, 2340	Buffering and poor connection regularly. Repeated long-term discussion with Telstra - little to no advantage. Still ordinary connectivity.	Supposedly on NBN and yet very inconsistent performance from Telstra internet service. Can only be described as dreadful service and performance	Don't use the landline as buffering and inconsistent service is worse than the mobile.