

Contact details:



20th September 2021

2021 Regional Telecommunications Review Secretariat
Department of Infrastructure, Transport, Regional Development and Communications
GPO Box 594
CANBERRA, ACT, 2601

Dear Review Committee,

We are making a submission with regard to our **mobile telephone service**.

We live 20 kilometres South West of the city of Ballarat, Victoria in a high bush fire rated area called Ross Creek. Our mobile telephone reception is very poor. We are lucky to have one bar of reception at best. Often it is 'Emergency only'. This causes problems when receiving or sending SMS and receiving phone calls. Sometimes it has taken up to 3 days for SMS's to be received.

There is only one place in our home that we can leave our mobile phones to hopefully receive any mobile reception.

SMS cannot be sent from this position, we have to move to another area to reply and send messages; and even then, it may not send because the reception has disappeared. This becomes a problem when businesses want to send you a code by SMS to confirm your identity so a transaction can continue.

Phone calls - Phone calls drop out when answered. Which causes frustration to us and the caller. We always inform potential callers to ring the landline as the mobile reception is useless.

The poor mobile telephone service has existed for many years and has been discussed with Telstra reps and local politicians but nothing has been done to remedy the problem.

In the case of an emergency, i.e., a bushfire situation, should the landline fail, the mobile service could not be relied on; nor is there a local public telephone available.

Thank you for the opportunity to make this submission for your consideration.

Yours sincerely,

Claire Mill John Mill

Claire and John Mill