

From: peter c
To: secretariat@rtirc.gov.au
Subject: Mobile phone reception around Tweed Heads South
Date: Tuesday, 17 July 2018 6:05:20 PM

TO WHOM IT MAY CONCERN.

This is just to advise about MOB reception in an area around CNR Frazer Drive and Harrier St at Tweed Heads South

We had good reception in Chinderah area where we have now moved from (with most phone companies) and found since moving to [REDACTED] [REDACTED] Tweed Sth 2486 that there is zero reception from ALL mob phone networks and to prove this I opened a new acct with Vodafone and closed my original Virgin one which had problems here and then found most times of the day there is zero reception around the whole street, so to try out a new supplier I went and bought a \$30.00 3 month pass with Telstra only to find the same zero reception so that only leaves Optus who is also Virgin so no point in going to them.

My point is why should an area of approx. 1 kilometre be totally blacked out of mobile reception and yet NBN have now installed our broadband and new home phone line to perfection and with no delays when we moved.

Now what would happen if I or anyone else didn't have a home phone line and had a heart attack or worse still like in Tathra NSW recently couldn't call fire services or ambulance etc etc just because of communications breakdowns again.

I travel away sometimes late at night and what will happen if I was involved in an accident and couldn't call home only the police are left with that problem then.

This is an urgent problem that needs to be solved especially as it's not in an outback area and there are hundreds of people in just one pocket of housing here and many more outside of our estate with the same problem.

Hope you can be of some help,
Peter Carr