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**To:** [secretariat@rtirc.gov.au](mailto:secretariat@rtirc.gov.au)  
**Subject:** Telecommunication Review  
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**Attachments:** [image003.jpg](#)

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Mr Raymond Johnston JP

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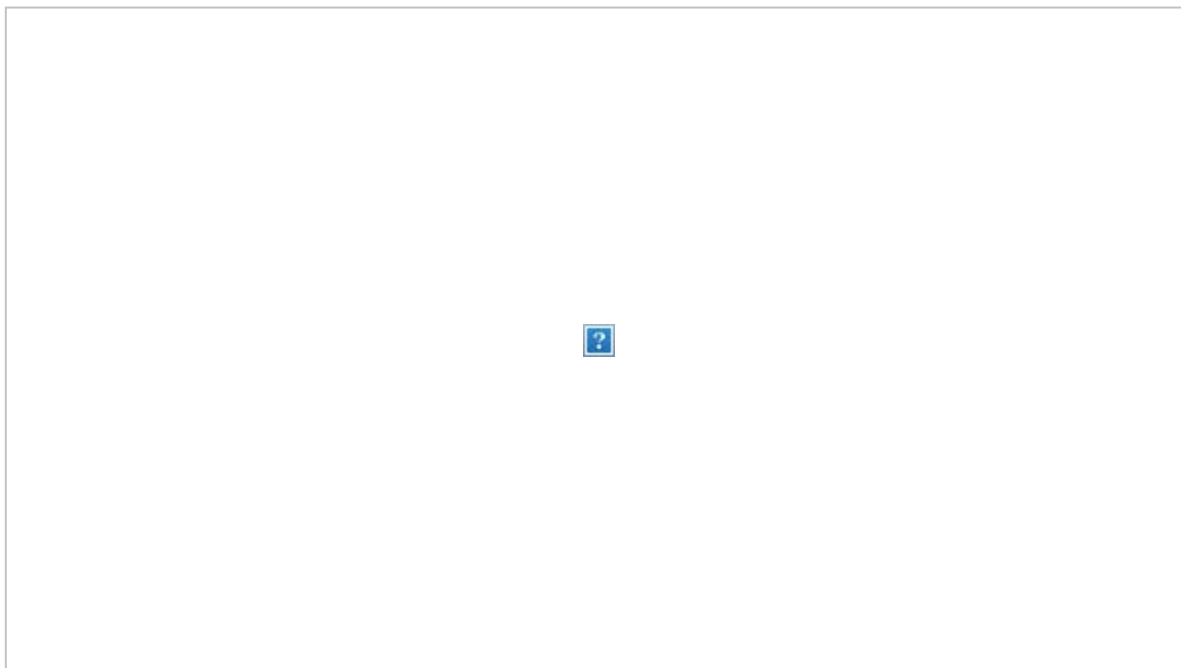
To Whom It May Concern.

I am writing in response to a post on the Cowra Shire Council Website about The Regional Telecommunications Review and would like to submit the following.

I have lived in Cowra for a little over 4 ½ years and in that time have been very disappointed with the telecommunications service in the Central West and the rest of the rural parts of NSW. Having lived in a suburb of Blacktown City prior to moving to Cowra we were spoilt with the service of both mobile and fixed communications in the Greater Sydney area.

The speed of the internet here has dropped where we are currently getting less than 1Mbps, this is using the current landline ADSL system that we are still using, and prior to the roll out of the NBN we were getting much better speed. I will leave that for you to work out who is getting ripped off!

See screen shot below!



Then there is the mobile service, as a volunteer member of an Emergency Service that relies on mobile connectivity when out of town, there have been situations where we have had to drive away from the site we are at to find a signal, this is very prominent in the area around Wyangala Dam, north to the Mid Western Highway and back to Cowra which forms a triangular area of black spots where there is little or no service unless you stop driving if you find a spot and hope the signal is not lost. Then there is the interesting situation, when driving into the village of Wyangala, I usually receive an SMS advising that we are in a 4G small Cell area and to go on line to see if we are able to make or receive calls "but" we can certainly surf the net!

What is also frustrating is that when driving to the different towns around Cowra, Bathurst, Parkes, Forbes, Young and Grenfell there are times that the mobile signal is lost. These roads are also major transportation links and highways

Even the expected NBN service will have a limitation on speed unless we pay the extra for a faster speed. This I am lead to believe is very different to the original concept when the NBN was first initiated, there was to be a higher speed as a start and in the twenty first century should be a must not a need. When some developing countries have a faster internet speed then Australia there is definitely something wrong with the system.

All of the situations I have mentioned are only one person's frustration of a third world service in a

great country. It is not like the internet speed or the transmission of a mobile signal needs to be manufactured in a factory of workers, it is only the transmission of a radio signal and the speed is adjustable that is controlled by the service provider at a cost not a service for a fair fee.  
Ray Johnston JP