

From: Marni Jones
To: secretariat@rtirc.gov.au; peter.watson@mp.wa.gov.au; colin.holt@mp.wa.gov.au; Rick.Wilson.MP@aph.gov.au
Subject: Telecommunications services in Regional Remote WA
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Dear Sir/Madam

I have heard recently of the RTIRC meeting to review our rural services. I live [REDACTED], Gairdner. I would like to tell you of my experiences with the Land Line, mobile and electricity system this year alone.

Land Line

I am up to my 7th outage this year alone. Sometimes being without a landline for 3 weeks. The cause is a fault with my connection at the exchange. The quickest I have taken to report the outage to Telstra is 45 minutes on my mobile. It can take several attempts if my mobile signal drops out.

Mobile

Gairdner has a mobile tower which is 13km away. I get my signal from Bremer Bay which is over 30km away because the tower at Gairdner is directional to follow Highway one for tourist and travellers. I have a 3meter aerial mounted on my roof connected to an internal smart antenna which gives me adequate signal in the house until Bremer gets busy when the signal becomes non existent for a phone call. Then I rely on text. Telstra agrees I live in a "pooey brown spot" (their words) and nothing can be done.

Power

Have just gone back to the "dark ages" and installed a large generator wired into our power system to use when we loose power (mainly to help with the communication problems in emergency situations). At our cost of course! We have had two outages recently, one, after a storm, for over 40 hours. I would like to say though that the Western Power workmen are very quick to fix most outages.

Internet

Satellite NBN is fairly reliable but very slow even though I pay for the highest speed. My speed runs at 17/2.2. I cannot watch U tube without buffering and compared to what our city counterparts receive it is expensive.

We have had several emergencies in the district this year with fires on days where we have lost power, lost our landline (which seems to now happen too when the power goes out) and lost mobile towers (with low batteries or no power) and in some instances in frightening winds. One such fire was 2km from our property.

We are all trying to run business out here and I believe we are generally extremely tolerant to the above "inconveniences" however I appreciate the chance to have my say. Thankyou.

Yours sincerely

Marni Jones