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information
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Woodford Vic 3281
16 June 2020

Department of Infrastructure, Transport,
Regional Development and Communications

Re: Round 5A Regional Black Spot Program

With reference to the above program I wish to draw your attention to the poor mobile phone service provided to the residents of the area of Bridge Road, Woodford and surrounding streets bounded by Victoria Street and Plummer's Hill Road. This area is a low-lying area of Woodford near the Merri River.

Currently the only reliable means of communication to our property at the moment is by land line telephone and ADSL internet. My wife and I also have mobile phone contracts with Telstra and have invested in their "Blue Tick" phones. These phones are advertised as being capable of obtaining signal in fringe areas. Even with this equipment, although we have a minimum signal, we are unable to either make or receive calls and SMS or MMS messages on any regular basis from our residence. Visitors to our property using other carriers report that they have no signal at all.

Our current ADSL service has a Ping speed of 32ms, download speed of 5 – 5.5 Mbps and upload speed of .5 - .7 Mbps. This standard of service makes downloading files and using streaming services very difficult. Telstra technicians have attended our property several times in relation to the slowness of the ADSL service. On each occasion they have told us the same story, "we are towards the end of a copper cable service that is stretched to its limit." They further inform us that there is no plan to upgrade this cable in the future. With Telstra's stated intention to do away with land line services in favour of mobile or NBN, I hold no hope of this service improving in the future.

An NBN technician has checked our residence to ascertain whether they could provide a service to our property but, while he was able to detect a signal, stated that such signal was so poor that he would not recommend a connection.

The nearest mobile phone tower is situated at the Bushfield Recreation Reserve but due to the lie of the land there is no line of sight between this area and the tower. While I have no technical expertise in this area I would suggest that some form of repeater equipment installed on the high ground in the Jubilee Park, Woodford would solve the problem.

I have no objection to this submission being made public.

My details are as follows

Name: Bernard Reid
Organisation: Treasurer, Royal Victorian Association of Honorary Justices
Phone: [personal information
Email: removed]

Yours sincerely

A handwritten signature in blue ink, appearing to read "Bernard Reid". The signature is fluid and cursive, with a prominent initial "B" and "R".

Bernard Reid JP