

# MOBILE BLACK SPOT PROGRAM

## ROUND 5A SUBMISSION

I am writing in the hope of having the dangerously inadequate internet connection restored either to the operating level it was in the months following commissioning of the transmitter on Mt. Stanley tower, or hopefully upgraded to reflect internet connectivity expectations in 2020 and beyond.

As my opening paragraph indicates, following the initial installation of the transmitter after the communications debacle during the 2009 'Black Saturday' bushfire I found the internet connection in the area of my Mudgegonga property reasonably stable and of a speed where most pages would open before timing out.

This cannot be said for the past 2 years at least.

The service is now irregular, with consistently slow speeds and often with no data connectivity at all. This makes it difficult to do online banking, follow the Vic. Emergency App during fires etc. and engage in educational or any other activities online.

The signal is quite satisfactory for standard telephone calls.

Where I sit is beyond the termination of Pini Lane, (formerly Black Flats Rd.) about 475m ASL. around 13 kilometres **with direct line of site to the Mt. Stanley tower.**

When I walk into the bush 200m from here, rising 50m or more in elevation I receive a strong 4G signal on my phone with what are lightning fast speeds in comparison with the signal I or any of my neighbours receive. I believe this signal originates from a different tower to the one pointing directly at my home.

Regular interactions with Telstra over the past 2 years by myself and many other local people has done nothing to improve the inadequate service which we pay considerable for.

I am hoping the outcome of the 5A round results in a more responsive and satisfactory outcome.

As they roll out the 5G network in other areas, all we ask for is a stable useable internet connection. My neighbours using satellite connections report similar experiences to mine.

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