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To: secretariat@rtirc.gov.au
Subject: Communication in Ogunbil NSW
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SUBMISSION MOBILE COVERAGE OGUNBIL NSW

Ref: Question 10

Would this question be asked if the area of coverage was in Sydney CBD!

There is significant cost to the user with no coverage of mobile service to achieve a communication gap solution. Example, at present to have a result from mobile connection in Ogunbil NSW (40km from Tamworth) I need to use Sky Muster computer and assistance from a company Office HQ to answer my business calls and then send through as an Email not SMS. This is very effective if I'm at the office desk or in wireless range, point being the costs of diversions and limited time in front of computer, limits the word description MOBILE. There is considerable time wasted in this process and cost of diversions, now if Telstra was still my main option I would have to drive to the local pub to retrieve my messages So I guess that is a social experience that will also cost. Telstra cannot provide a suitable solution to this problem using mobile or computer wireless . So the question is weighted to assist profitable solutions and not to service its clients, where by city users benefit overall.

Please consider the above as part of any submission regarding the Black Spot Mobile Coverage. Several years ago we relocated to Tamworth area from Sydney, where I operated a successful business, Telstra was our main provider for Data Technology service a contract we entered into as our NBN service. The transfer of the Data Technology Service to this region was impossible, at cost to me and business the service was discontinued, I maintained 2 mobiles and fixed line service and now we include Sky muster NBN. Recently Telstra discontinued our Telstra Memo Service and replace with Message Bank Service . The result as expected was again a failure as we have no mobile coverage , so I employed a company Office HQ to answer my calls diverted to them when the mobile was not answered and the message returned to my computer by email of the client and details. By checking my computer during the day I can respond to my clients So if the Sky muster service would be able to receive our calls and transfer to my mobile I would have a cheaper mnd effective coverage, Telstra will not supply this service and has Message Bank the only option. Business is impacted by poor communications, yes we knew there was poor service in the valley, however attention to Black Spot in the Ogunbil Valley is required and would also assist Tamworth Regional Council with warnings with the Dungowan Dam failure system . I respectfully request that attention be paid to the limited mobile service in this valley

Regards
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Consulting Arborist