

From: Elizabeth Modrich
To: secretariat@rtirc.gov.au
Subject: Feedback on mobile blackspots
Date: Tuesday, 3 July 2018 11:30:04 AM

Hi,

I was unable to use the link for feedback on this issue as all I got was an error message.

I would like to identify a mobile blackspot. At our house approximately 12 minutes from our nearest large city - Bairnsdale we have no mobile service inside our house and very limited outside. I am with telstra and can pick up service in a spot on our back veranda and that is about it and my partner is with optus and can not get service pretty much at all.

In the past it has been highly inconvenient but we dealt with it as we had a reliable home line on copper. Since changing to the nbn we no longer have reliable home service as the phone is now via the Internet (which I was not told about when I connected to the nbn) and we have had 4+ nbn outages (no explanation) and outages due to 'upgrades' (not that we have seen any improvement in speeds or anything) to the nbn in the few months we have had the nbn on. This is 4+ days without access to telecommunications. We have a child and I am highly concerned about what would happen if we have a medical or other emergency and cannot call anyone as we can't get mobile service and if the nbn is down for some reason.

I hope this feedback will help.

Regards

Elizabeth Modrich

Sent from my Huawei Mobile