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**To:** [secretariat@rtirc.gov.au](mailto:secretariat@rtirc.gov.au)  
**Subject:** Poor communications  
**Date:** Friday, 20 July 2018 9:21:31 AM

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To the review committee.

I would like to draw to your attention the following.

TV signal is bad and very weak. Prime especially. So bad you cannot watch it. We cannot get tv coverage without a Telstra T Box and booster and still have the above problems. We have a smart tv about 2 years old, the antenna was replaced when digital tv was introduced to the area. All the cabling has been replaced by Peel TV. If and when we are able to receive a strong enough signal through the T Box we cannot get our local news. T Box provides major channels (Sydney). We have two mobile phones and we constantly try to answer them however they drop out before we answer or during our conversation. The landline has been out since end of May. Has a lot of static on the line so you cannot hear what is being said. People we ring have trouble receiving or hearing us when we are talking. Our internet is constantly dropping out and we have to reset or do a search and re pin our devices. Our iPads and printers are hooked up for wi fi operations and again don't work with the services dropping out. We have indicated we want NBN when it is available at this time just the basic services would be good. Our monthly Telstra account is currently \$170.00 we cannot see the value and feel their should be more accountability. We reported the phone problem and Telstra tried to sign us up for a new package. The land line was scheduled to be addressed on the 29th July. Received an email yesterday to say problem had been fixed, it hasn't. What are we getting for our \$170.00 per month an unreliable if any service.

Sent from my iPad