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GARAH NSW 2405
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RTIRC Secretariat
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Dear Rosemary Sinclair,

I recently attended the Regional Telecommunications Independent Review Committee in Moree NSW 2400, as an addition to my concerns regarding the Mobile phone service & equipment, the committee asked me to forward our district concerns to you.

We reside 80 Kms north of Moree, 85 kms south west of Goondiwindi, 32 kms by road from the Garah Mobile Tower & approx the same from the Boomi tower. Our Next G mobile phone service is a stop – start affair. One step this way, maybe another one that way, not on windy days, maybe in this paddock there'll be service.

The frustrating part is we have a privately owned communication repeater tower on our neighbours property, Laurel Vale Garah. The repeater tower is used by Community Services – Police, Fire, SES, Ambulance & operates on a different frequency.

The GPS reading of the Laurel Vale Tower – S 28° 53.823 E 149° 47.945

Also the Landline exchange boxes all have smaller towers, but there are many.

We ask the question, why Telstra cannot come aboard with antennas throughout rural Australia adding to the landline towers.

Our local exchange tower -GPS Reading of the Careunga Telephone Exchange Box is - S 28° 58.815 E 149° 49.623

Does it not matter that we are tax paying citizens like our city cousins.

We have been forced at OUR OWN EXPENSE to change mobile phone networks from Analogue, to CDMA to Next G whilst our city friends are still happily wondering about with their original Digital phones, with antennas in stair wells, lifts etc. so not to have their phone conversation disrupted.

Change usually means bettering the system you are replacing it with, with all our changers we have not gone forward.

Eg. As traffic through the network towers increases the output shrinks & we are noticing that the number of Message Bank calls on our accounts is increasing. More money for Telstra to retrieve the missed call. Does anyone care? it seems not.

I wrote to Telstra in November 2010 in regard to additional antennas for our area but have not received an answer.

No Communication, from a communication company ! Not Good

Another issue is the hardware. The lack of education of the personal retailing communication products. It seems the Telecommunications companies are totally unaware of how mobile phones, wireless hardware & computer modems work in different areas of Australia.

Example of this is the Nokia 6120 – was not Blue Ticked, but was the best mobile phone Nokia released. No longer available. Why??? Replaced by the Nokia C5 which is a useless mobile phone. Great other features, shame about the communication bit, however it gets a Blue Tick.

How do the companies do their testing? How do we know these things, we spend our money buying phones, modems recommended by communication companies that have not tested their equipment in black spots of Australia.

Here in regional Australia, we are small in numbers, however we are part of Australia's economic income, producing & running businesses.

Australian Governments & policy maker's, economists & the media need to realise that those of us operating business CAN NOT sustain the growing number of the population that are depending on assistance. Communication to run these business (mining, agriculture, manufacturing, whatever it may be) is essential. Is it too much to ask for some of OUR funds to be put back into regional & remote Australia to better our communication.

Like all in Australia, we have children & medical issues, as well as our businesses.

If the NBN cable network gets rolled out, remote Australia will not get it, but will be asked to pay for it. Unfair or not that's life !

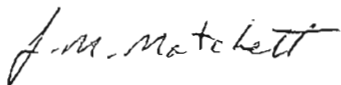
At least the old Copper Cable Land line roll out was a National Scheme.

Is it selfish to ask for a better Mobile /Wireless Service to assist the operation of the Next G network? A network, that we were force to expect & delivered with such fabulous advertising, shame about the performance.

You gotta love Telstra, without them, it's a silent world !!

Thank You for your time.

Regards,

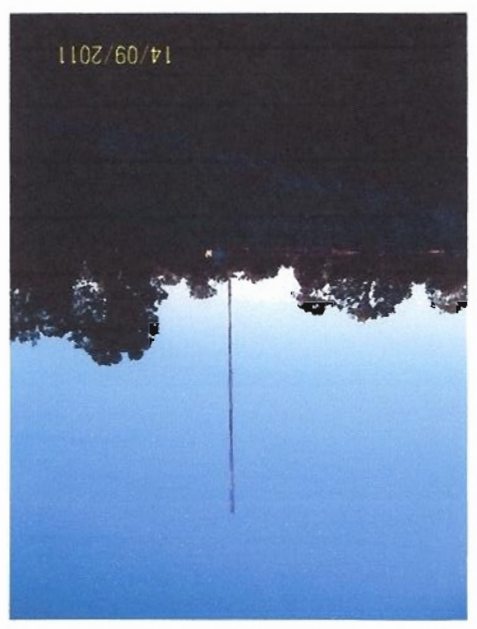
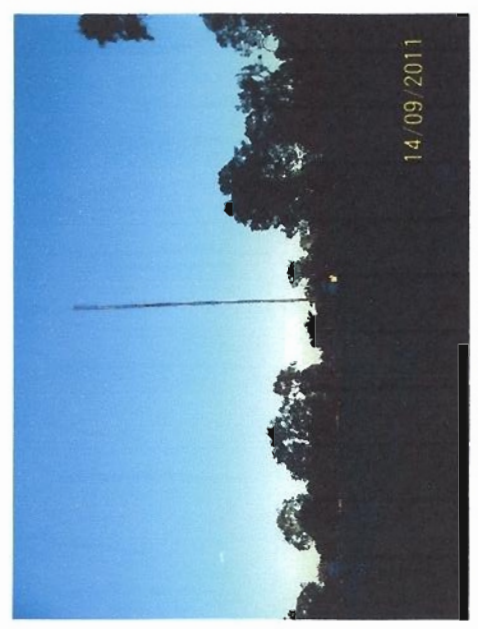
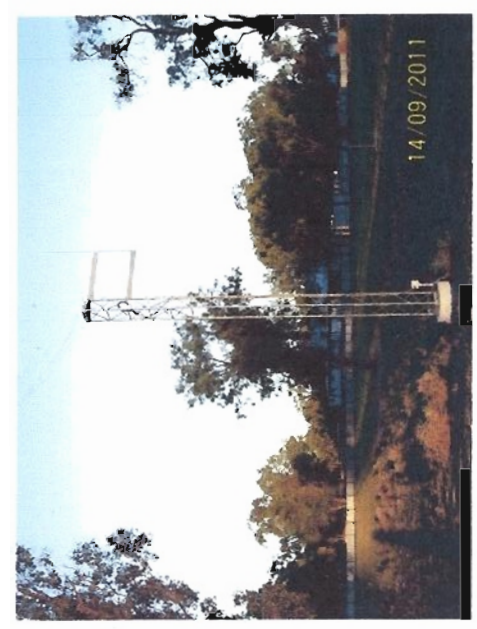
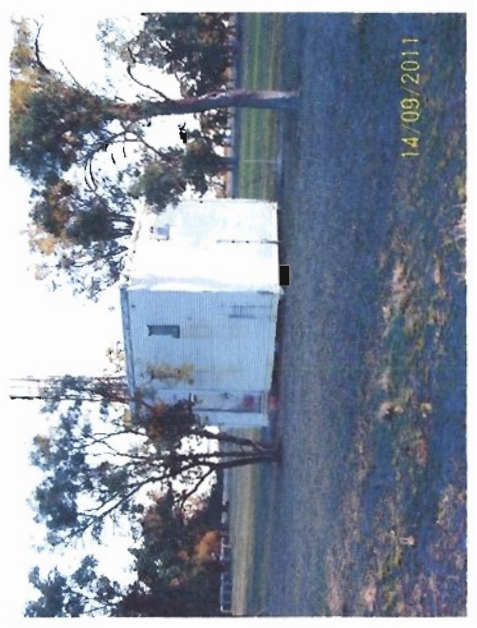
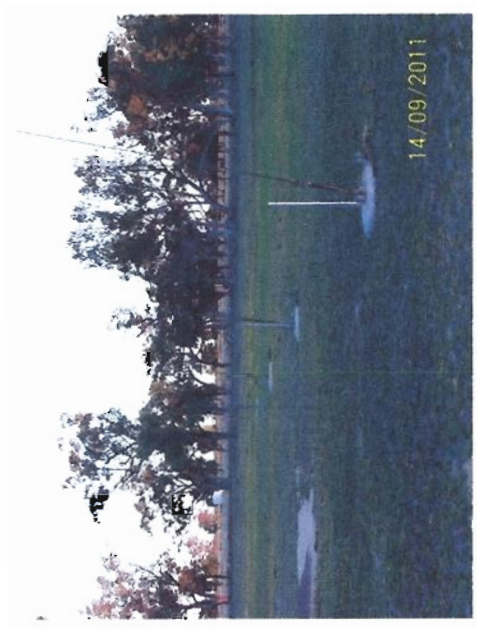
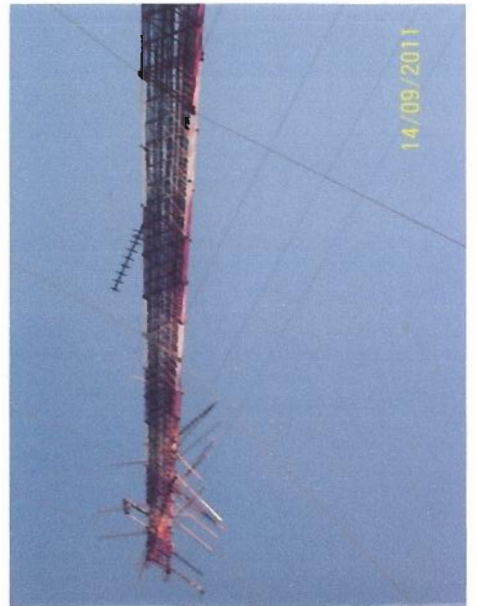


Jeanette Matchett



GPS
S 28° 53.823'
E 149° 47.945'

CAREUNGA EXCHANGE



Repeater
TOWER @ "LAURELVALE"

GPS-528° 53.823'
E 149° 47.945'