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Attn Rosemary Sinclair
Regional Telecommunications Review

**TELE COMMUNICATION AND SERVICE DIFFICULTIES
LYMINGTON, PETCHEYS BAY, and GLAZIERS BAY TASMANIA**

Many residents in this area are concerned about the systemic telephone and internet connection issues. Businesses, consumers and organisations in this area continually complain to the customer service section in Telstra and other service providers about landline breakdowns, lack of mobile, broadband reception and service outages. I appreciate the opportunity to raise our concerns.

We represent businesses, elderly disabled, and families in the vicinity of the Cygnet exchange but are too far from it to receive ADSL so we are all using a combination of satellite and landline with limited reception for mobile phones. Our location is usually within a vicinity of 10 to 15 Kms from Cygnet and 60 kms from Hobart. Most calls are STD, local with International a large part of usage. To receive either Broadband speeds are slow and costly ranging from speeds of 512/128 with 1000MB with \$GB offpeak.

We have reported on a number of occasions with Telstra shops, technicians and Countrywide as well as complained to Customer service. We endure breakdowns in connections at least 3 times every year amongst the undersigned. I understand these landline disruptions occur when rains, rats, or other factors affect the underground cables which are in a shocking state of repair.

Existing and recurrent problems experienced are:

- Continual Disruptions and static
- On going Failures to dialup and landlines during wet weather
- Lengthy repair response time : up to 3 days or a week OR MORE
- New residents connection taking several months
- No mobile network even with the latest technology
- Slow broadband network with limited download

ALL THE ABOVE PLACE RESTRICTIONS AND IMPEDIMENTS TO PERSONAL SAFETY AND BUSINESS DEALINGS.

Result and Consumer concerns and Mobile phone needs

SOCIAL AND ECONOMIC CASE- Telehealth

Limited Medical facilities are available making the telephone a critical and essential service. In times of emergencies, fire and other disasters, at least mobile phone coverage is needed.

The Community ranges from Families, to Average age of Seniors and Retirees

Many businesses are located in the district and lose customers through these failures

GEOGRAPHIC CASE

With location only 60kms Hobart Capital we consider the service infrastructure from Telstra to be inadequate.

Paired lines and limited technology places our community at risk and we suffer a severe disadvantage. economically and socially. No recompense for out of order phone connection has ever been provided

Recommendation: Infrastructure should be remediated, upgraded and full services accessible and available to this Community through the NBN opportunities.

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