

From: Elise Dawson [REDACTED]
To: secretariat@rtirc.gov.au
Sent: Tue 6/12/2011 9:08 PM
Subject: Lismore NSW next week

Hi,
Unfortunately I am unable to attend next week's public meeting in Lismore. I didn't know about your organisation until I saw your advertisement for this meeting.

Please will you take my concerns to the committee?

I live in Woodenbong where we receive only a very poor reception for TV and mobile phone at any time. I only have a mobile phone and wireless internet. Both services are purchased through Telstra/Bigpond because they are the only providers in this area.

I regularly have drop outs- daily in fact. Over the past 3 years that I have been living here, I have lost complete reception on both devices for weekends at a time and about 5 weeks ago, for a whole week! To send an email, I had to drive out of town.

When I first moved here, I was charged \$120 per month for an internet service that people in other areas paid only \$49.95 per month.

I have made many many complaints to Telstra- But my calls are ONLY EVER answered by overseas telephone services and NEVER am I given a local complaint number, NEVER does Telstra call me back.

The "shed" that houses the Telstra equipment in town is only 150 meters from my house !!!!!

The pole on the shed is only about 5 meters off the ground.

I want telstra to extend the pole at least another 3 meters. No, instead they want me to pay another \$800 to get a tall aerial on my house to pick up good phone reception.

I now actually hate Telstra, I have wasted hours and hours on the phone trying to lodge complaints. They never give the service which I pay for. I refuse to pay another cent for aerials, instead, I have put my house up for sale.

Honestly, we are only 2 hours from a capital city and the services might as well be somewhere in the outback.

The shop up the street is a Telstra agent, but does nothing.

I wish Telstra to honour their service contracts and provide the service to which I am paying.

regards, Elise Dawson

[REDACTED] Woodenbong, NSW
[REDACTED]