

From: Dawn Debbage [REDACTED]
To: secretariat@rtirc.gov.au
Sent: Sun 11/12/2011 11:30 AM
Subject: Re Submission

11th December 2011

Dear Rosemary Sinclair

We would like to voice our concerns regarding the lack of mobile service in our area. We live approximately 85 klms south east of Moree and 52klms south east of Bellata in an area called Berrygill Creek. We are actually beside Mount Waa. Our location is [REDACTED]. Our mobile coverage has always been negligible. Many years ago we were only able to receive a signal at a certain point on our property and if you happened to move whilst on the phone you'd lose the signal. Very frustrating when the landline went out (as it still does frequently) and you had to call Telstra to let them know. If you managed to punch in the number you were calling about without losing signal you were lucky, then you'd have to wait for 15 minutes or so for an operator and just as you started to discuss your problem you would lose connection!!!!!!! Not good...

Last December we purchased an updated mobile phone as recommended by Telstra that should have given us far better reception than we had. The phone is a Nokia C5. Again, I think we were duped. We have managed to get minimal reception but only after buying a cradle that apparently boosts reception and attaching this to an external aerial on our house roof. An added cost of \$288.00 and still we are attached to a window and if you move, signal is lost.

In this day and age we do not find this a satisfactory arrangement for communications. We find ourselves, being rural customers, disadvantaged in comparison to customers in the city. Surely we are entitled to the same level of service. The cost of the service is greater for many regional/rural customers because of the inability to access the apparent 'U beaut deals' that the service providers offer. This is due to the lack of reliable service available.

There are a number of elderly residents in our area with major health problems so not having available phone reception is a great concern. Our landline phone cables are so antiquated that we are regularly off the air for up to a week so mobile coverage is of paramount importance.

Thanking you

Dawn Debbage
[REDACTED]
BELLATA NSW 2397