

Submission to Telstra regarding service difficulties.

- Our property is without reliable mobile coverage. On top of hills there is some coverage. At our house there is none.
- CDMA gave us far better coverage than NextG.
- Regional populations in Australia run businesses, have health and safety issues, emergencies during flood and fire disasters – but we do not have access to a reliable communication system – landline or mobile.
- The river gauging stations which are designed to give us reliable updates and warnings of flood waters in the Dumaresq River are not maintained to an acceptable level. The batteries are allowed to go flat – then when a flood event happens such as January 2011, these gauging stations are out of action.
- The roll out of NBN will not benefit our situation nor many other country people. However we will be expected to help pay for it. Surely country people’s contribution should go to assisting their situation, not just for our city cousins benefit.
- Satellite coverage/better antennae should be provided in some form to give us reliable mobile service.
- Mobile Towers are not maintained to an acceptable level where there are back up batteries available in times of emergency. There should be access for local people to recharge batteries at these towers by connecting a generator when the power fails.
- Country people need access to an “Australian” Faults Line – not some poor faceless person overseas who has no idea of the number of Australian people who live many kilometres from the nearest city. Telstra also needs to consider the number of its clients who are solely dependant on Telstra services – unlike city people who have a choice of carrier and can get their faults fixed quickly. We should not be “commercially unviable” as stated recently by Telstra personnel, just because we live outside city limits.
- Poor, or no mobile service in this area is stifling our economic growth.
- The Mingoola community is endeavouring to attract new business and create jobs. With very poor communication services this unlikely to happen.
- Some time ago my landline was out of service three times in four months, one period was for 20 days. Our neighbour has recently had his line out of action for 37 days. I understand Telstra has a charter of service to repair faults within 2 days – why does this not apply to its country customers?
- Local technicians should be given authority to use their initiative in times of emergency – not have to wait for a job number.