

To

The Regional Telecommunications Independent Review
P O Box 2154
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From

Karingah Pastoral Co
Janet Noble

[REDACTED]
EUGOWRA NSW 2806
Wednesday 7th December 2011
[REDACTED]

We use my telecommunications for business, farming and stock broking and contract harvesting, Bruce is Group captain of this Bush fire area,(he has just received the National Fire Medal). I am also the publicity Officer for the Eugowra Multi Purpose Services Centre and am on the Eugowra Promotion and Progress Association, CWA and Doctors house committee.

In my area here at Eugowra we cannot get broadband via phone line only Satellite or Wireless, neither is very satisfactory. I have Wireless and after much contact with Telstra it still does not operate on a 24 hour basis, its very rare to be able to get on to the internet at night.

Mobile phone coverage is only available in one spot in the house and from here to near Cudal it is non existent, when doing contract farming it is very frustrating and costly not to have mobile coverage and life threatening when there is a motor vehicle accident and there are quite a few on this patch of road.

It is impossible to get a plan from Telstra in writing on costs, the last time we tried ,Telstra cut off one of our lines(we have three phone lines) **it took over a month and three technicians and many hours waiting on the phone to contact Telstra for them to put it back on.** We contacted the Telecommunications Ombudsman over this and phone costs but in the end they won as we became too frustrated by the whole business.

We have a file six centre meters thick on our correspondence with Telstra and still we are paying an exorbitant amount to Telstra each month for a poor service.

Janet Noble