

[REDACTED]  
Petcheys Bay  
Tasmania  
7109

Attn Rosemary Sinclair  
Regional Telecommunications Review

**TELE COMMUNICATION AND SERVICE DIFFICULTIES  
PETCHEYS BAY, GLAZIERS BAY and LYMINGTON 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 or wireless reception, slow broadband and service outages. I appreciate the opportunity to raise our concerns with the Committee.

We represent businesses, elderly disabled, and families in the vicinity of the Cygnet exchange but are too far from it to receive ADSL. We are all using a combination of satellite and landline with limited reception for mobile phones. Our location is within a vicinity of 10 to 15 Kms from Cygnet and 60 kms from Hobart. Most calls are STD, with local International a large part of usage. Broadband speeds are slow and costly ranging from speeds of 512/128 with 1000MB and 4GB offpeak.

I have reported on a number of occasions with Telstra shops, technicians and Countrywide as well as complained to Customer service each time the landline has failed. 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
- Ongoing 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 ant 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 all of whom need access to the best technology for education and personal use

Many businesses are located in the district and lose custom through these failures or leave because of the poor communication systems

**GEOGRAPHIC CASE**

With location only 60kms from Hobart Capital we consider the service infrastructure from Telstra and the internet service providers 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.

Lesley Odfeldt Dip Ed . Signed on behalf of the residents