

Mr RT Peters

CHINCHILLA Qld 4413

11-12-11

RTIRC Secretariat  
GPO Box 2154  
Canberra ACT 2601

**Re: RTIRC Review Issues Paper 2011**

**Wireless Broadband Internet & Mobile Phone Service**

I live in Chinchilla in the middle of the Surat Basin coal & gas development & because of the huge demand on the wireless network I am only able to obtain a second class service from Telstra. Before the Surat development it used to be a very good service.

It can be difficult to connect to the internet service during the day and only this last week we tried for 1.5 hours to connect to send an important document starting approximately 8.15am. To connect between the hours of 5pm to 9pm is more difficult I would usually have to wait until about 9.15pm before we have success and then from that time onwards it works perfectly. Over the weekend period it is usually quite satisfactory.

I am retired and do some part time work to supplement my income & this last week my employer tried to contact me by my mobile phone about some work. My mobile rang out his end but did not even reach my message bank causing me to miss out on much needed income. This also has become a second rate service.

I understand that the extreme growth in the Surat Basin has caused higher than normal demand on the wireless system and this requires urgent attention .

Yours Faithfully

Robert T Peters