

**From:** Allan Suter [REDACTED]  
**Sent:** Saturday, 12 November 2011 1:53 PM  
**To:** secretariat@rtirc.gov.au  
**Cc:** Smart, Trevor  
**Subject:** Phone blackspots.

*[To whom it may concern]*

I was invited to attend the meeting held in Ceduna to discuss regional communications but was unable to attend as the meeting clashed with a telephone linked meeting of Regional Development Australia WEP of which I am a board member.

Had I been able to attend I would have raised the issue of black spots in mobile phone coverage as a major problem. We have businesses within our town boundary which face unsatisfactory mobile telephone coverage and suffer loss of business as a result. As an example an accommodation business is losing valued custom because phone calls are either dropping out mid conversation or suffering a total inability to obtain coverage.

The business in question has raised this issue with Telstra (remembering that it is located within our town boundary) and has been advised that it would cost up to \$20,000.00 to rectify the problem. It was then suggested that the business should pay for the necessary works or it could not be fixed. This particular problem affects more than the business involved yet the suggestion is that they should pay the total cost of fixing it. This is unacceptable and I suggest that Telstra seem to be unwilling to accept that a major black spot in coverage within the area of a major township is a problem.

I would ask that your committee take up the issue of this level of poor service with Telstra as they seem reluctant to respond in a satisfactory way.

Regards,  
Allan Suter,  
Mayor of Ceduna.