

From: Ebony and Jason Syred [REDACTED]
To: secretariat@rtirc.gov.au
Sent: Sun 11/12/2011 11:23 PM
Subject: Telecommunication Services

Dear RTIRC,

We recently heard a lady from your agency being interviewed on the ABC radio about telecommunication problems. We have a classic situation of substandard telecommunication service. We live thirty kilometres North of Kellerberrin in the Western Australian wheatbelt and run a cropping farm. Our mobile reception is virtually non-existent within a twenty kilometre radius of us and our landline has four kilometres of cable lying on the ground waiting to be destroyed again.

It has reached the point where our safety is being compromised by putting ourselves in harms way while using our mobiles. To obtain mobile service we need to climb a silo, the machinery shed roof or the top of machinery to make or receive that important business call. My wife called me to say that she had hit a kangaroo before the phone service dropped out which left me wondering whether to go looking for her or not and where to head. Directing people to a fire we had burning out of control on our property was a nightmare with everyone's mobile phones being unreliable.

On top of a large nearby hill there is a large tower and tank for the water supply and to me it seems only too easy to put a mobile repeater on the existing tower. I think this option needs to be seriously explored.

Thank you very much for your understanding and for providing an avenue to try and help us improve our mobile service.

Kind regards,

Jason Syred

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Kellerberrin WA 6410