

[REDACTED]  
Lymington  
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, broadband reception and service outages. I appreciate the opportunity to raise our concerns.

I have reported on a number of occasions with Telstra Customer Service and technicians. We endure breakdowns in connections at least 6 times every year for several days. 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
- On going Failures to dialup and landlines during wet weather
- Lengthy repair response time : up to 3 days or a week OR MORE
- No mobile network even with the latest technology
- No ADSL broadband connection - only Satellite with limited speed and bandwidth available

**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. Many businesses are located in the district and lose custom through these failures.

**GEOGRAPHIC CASE**

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

Anja & Burkhard Voss