

## Regional Telecommunications Review 2021

I live in Glenhaven NSW and have been a user of both Optus and Telstra where I live.

I changed from Optus to Telstra mainly as I often work in regional areas and had expected to get broader coverage from Telstra and avoid the drop outs I often got at my home in Glenhaven.

I got better overall coverage with Telstra but had negligible service at one work site in Queensland near Rockhampton and was told I needed an Optus phone in that area by the local residents.

I also found that my service at home was improved but still was poor with slow internet speeds and relatively frequent call drop outs. I also was told on about 26 July 2021 when I had my computer repaired in Dural Round Corner that the Telstra service was very poor there also, an elevated area in an outer suburb of Sydney.

I use a mobile modem due to my extensive travel to regional sites in Australia for work and when I do speed checks it is almost always very slow according to the speed checker. Occasionally it can be very fast but that is very unusual. This means that I cannot listen to a video on my computer without numerous pauses while the next bit downloads. It also means that it takes a very long time to download or upload attachments to emails, which may have a speed as low as less than 20 kb/second.

Fortunately, as I work from home, I do have the time to wait but as a result my work days are sometimes quite long purely due to poor service. I don't find a lot of difference between Optus and Telstra, except that with Telstra I am paying a premium price for a mediocre service.

The problem is clearly widespread in my electorate as my local Federal Member of Parliament has been trying to assist us in getting the message through about our poor service.

I had expected to have good and continuous service along major highways in NSW and Queensland when driving and find that the Telstra map suggests service is present but quite often it is patchy and certainly not continuous. Numerous redials are often required to complete a business call when on the road in some areas.

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