

18 August 2021

To whom it may concern,

We moved to Annangrove, which is classed as a transition area, about 5 years ago. Our house has a Telstra booster on it and we are the only house in the road that can get and make about 50% of the calls we would like to receive and make a day.

We have tried new routers, had the Telstra technicians out so many times I am sure I have them on speed dial. I have complained to both our local MP, Julian Lesser and he has escalated it up the chain of command at Telstra. Our road sent a complaint through and Telstra have said that there is not enough infrastructure to help us.

My husband is a front line worker. He often cannot attend the zoom call meetings, or even respond to or in any of the calls. His phone calls often die or we cannot get them or make them. He is often on call and when he does try to stay home during a pandemic he often doesn't get those calls that are life threatening for others.

My two boys are both at uni and they often cannot join their lectures and they have to drive up the road to sit in a carpark to try and watch them. Never mind actually participate. During the extreme lockdowns, this is not acceptable. We have to leave the house, sit in a car, to do our work because we cannot go to the office or uni.

We are streaming my dad's funeral tonight, and I really hope we can, we might as a family have to break the rules and drive up to the park, sit huddled in a car and try hotspot to watch a funeral.

This is bizarre. We are two blocks away from the cabled NBN! It's not like we are rural!

Please excuse my frustration, but after 5 years, and some of my neighbours have been here longer, I am sure you can understand that even though there are not as many houses in my road as a normal suburban road, we still matter.

Kind regards

Claire Lyte-Mason