

Submission to the Regional Telecommunications Independent Review Committee

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Little Grove WA 6330

[REDACTED]

[REDACTED]

This submission relates to [REDACTED]
[REDACTED] mobile phone coverage when we are at home.

We operate [REDACTED] an office based in town. We use mobile phones for the business, so that we can respond to clients promptly.

We are living in a 'black spot' area at the end of a cul-de-sac, where mobile coverage is exceptionally poor. The best signal we can obtain with any mobile phone provider, is two bars. This is intermittent and only available in one or two very small areas in our house, or way down at the bottom of the garden. In most areas of the house, we have 'SOS' coverage only, and occasionally a one bar signal.

It is not uncommon for messages from clients, including text messages, to be delayed by up to 2 days in reaching us. This can be compromising for [REDACTED]
[REDACTED] our clients who are vulnerable, particularly when the matter is urgent.

We have been advised by two phone providers that the only way to improve our poor mobile phone signal would be to invest in a booster, at a prohibitive cost of several thousand dollars. The modest turnover of our small business does not justify this investment.

We understand that there is a Mobile Tower Blackspot program underway to address regional black spots and would welcome an update on how the service will be improved in our area.

The NBN appears to be working well, although it is hard to say that we notice any improvement in the service. Since we moved to the NBN at the beginning of this year, our private landline phone has been changed to a 'netphone'. The incoming telephone line was disconnected to enable this service. The main disadvantage with this arrangement is that we have no phone service during a power cut.

Following the recent bushfires in Albany, there were extensive power outages and we had no landline phone service for several days, which was inconvenient and stressful.