

To whom it may concern,

I run a family farming business and also a trade business with my partner Nicole out of our home address at Amelia Park. We are located ten kilometres east of Peterborough at [personal information removed] Ucolta S.A. 5422. For years we have had terrible service for both phone and internet with only low data speeds available each day. On the odd occasion we will be lucky enough to get 3G but with minimal service. This makes running the two businesses and living remote a nightmare. As I type this, 12:24pm 17/6/2020, I am sitting in my vehicle in the Main Street of Peterborough to use the town Wi-Fi to do my emails and business book work. This is a common task as Telstra has never rectified issues with service in our area. This has been ongoing for five years now.

Our main service tower is located near Terowie S.A. some 26 kilometres south of our home and business. The Telstra tower is called Doughboy Hill. Telstra in the past have said that a neighbour is using an illegal booster and it is affecting the network service however our two neighbours live 1 and 4 kilometres from our homestead. I have spoken to both neighbours Leon and Maggie Clapp and Craig and Katherine Philp and they all experience the same issues. All involved including my partner Nicole and I do not use any booster devices for better network service. It seems all the phone calls we have made, the waiting on hold and complaining have got us nowhere. Furthermore we have been told to write an email every time we experience issues with our service to Telstra but it is a bit difficult when there is no service to send emails.

Both Nicole and I are fed up with paying for the poor network coverage and service we constantly experience. Nicole works on her family's large sheep station 12 kilometres east of Yunta S.A. and also is the coordinator for the Peterborough District Council Youth Centre. Nicole is constantly struggling to keep in touch with friends, family and myself and also has many delays with getting her Youth Centre coordinator duties done because of network service issues. Being able to have a successful business and career relies heavily on our phone and data network coverage.

In closing we are not expecting a 4 or 5G network but rather a minimum of a consistent 3G service in our area. I hope there is an option for some improvements to be made to make rural life and business somewhat easier for all.

Regards,

TODD CASEY

Amelia Park

PASTORAL

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