



6 June 2018

Federal Regional Telecommunication Review Panel  
[secretariat@rtirtc.gov.au](mailto:secretariat@rtirtc.gov.au)

Dear Sir

**TELSTRA SERVICES WEST COAST**

As Mayor of the West Coast Council, I write to you regarding the increasing problems associated with the telecommunication services provided by Telstra to our region, the West Coast of Tasmania.

Our business people are constantly complaining as the increased interruptions and lack of service are costing money and business. More recently I was advised that our mining industry is affected to the extent that the lack of a consistent service has now become a safety issue.

Council recently meet with Telstra representatives and was informed as to the reasons why the issues were occurring. We were presented with a 50/50 co-contribution proposal from Telstra as the potential solution. Approximately \$1.5 million (\$750k each), is required to upgrade the Roundhill facility near Burnie. This telecommunication facility feeds the West Coast as well as to the North West Coast surrounding areas.

As Mayor I have contacted Telstra directly and have raised the matter with our federal and state members of parliament.

Whilst the overall population of our region has decreased, future business opportunities in our region will benefit the state of Tasmania as a whole. The mining industry has a number of projects on the move such as the RenTails Project at Bluestone Joint Venture Mine, Stella Resources Heemskirk tin deposit, Mt Lyell Mine redevelopment and Aus Tin, to name a few. Other projects include the Granville Windfarm, pumped hydro and a number of smaller hydro ventures in the energy market.

Our Tourism industry is just starting to see the growth experienced in the South of the State. With outcomes from the West Coast rebranding project set to be implemented and the multimillion dollar expansion of Cradle Mountain, there are multiple opportunities for major growth.

Telstra has served the West Coast well over many years and the reality of our position in the state I think, lends itself for Telstra to continue to be our number one service provider into the future, but local businesses and the community are fed up and frustrated. They question the current service provided, value for money and the cost to the community as a whole.

On behalf of my West Coast community and businesses I would be pleased if you could use your best endeavours to have the required improvements to the system moved up the line of importance.

Yours sincerely

Phil Vickers  
MAYOR

