

Palmato, Peter

From: Marion Lester <[REDACTED]>
Sent: Saturday, 23 July 2022 12:51 PM
To: RMII
Subject: Regional Mobile Infrastructure Inquiry 2022 — 2023

Dear ACCC

RE: Regional Mobile Infrastructure Inquiry 2022 — 2023
Public Consultation

This is my Submission, as a private citizen, to highlight the shocking deterioration of Vodafone mobile phone and Internet coverage in the Gippsland area once you leave the main highway. As you will read below Vodafone had good coverage until February 2022.

Background

We have owned a 40 acre property in the foothills 6kms from Briagolong, Gippsland, Victoria since 1998. As I had a job in Frankston I would drive back to our house in the suburbs every Sunday night while my husband worked at the farm during the week. At that time I bought an 'Orange' mobile phone on a \$6 per month plan in case I had an incident on the way home. This phone had excellent reception everywhere so I bought two more phones for my family.

Over the years the company changed name from 'Orange' to '3' then to 'Vodafone'. I always renewed the contract and my phone number has remained the same.

I bought my first Smart phone with Internet access in 2012. The Internet was always good at our Briagolong property. We were able to send/receive email, search the Internet, access our bank account and watch current TV or saved programs on iView by tethering my iPad to our phones.

Current Situation

Sometime during February 2022 the Internet on my phone stopped working. I complained to Vodafone but have had no resolution. It cuts out just after Glengarry on the Traralgon-Heyfield Rd every time and there is no Internet coverage until I drive back past the same place or (if I go in the other direction) when I reach the Princes Hwy just outside Bairnsdale. This is NOT good enough as the service we were used to has vanished.

In the country the Internet has become a necessity. In summer I rely on the Vic Emergency app to inform me if there is a bushfire within 20kms. I rely on the BOM radar weather map to show dangerous thunderstorms coming my way. I need to access Internet banking to transfer money without undertaking a 1 hour 10 minute round trip to Sale. During Covid I could not even use the QR code to sign in at the local general store and it certainly did not inform me if I had been in contact with anyone contagious.

Now it is nearly August, the Internet is still not working and mobile phone coverage is patchy through the whole region. It was much better 10 years ago! Can Vodafone please explain why it is so bad and, more importantly, fix it?

Yours sincerely

Marion Lester



Sent from [Mail](#) for Windows