

Palmato, Peter

From: Micheal Devine [REDACTED]
Sent: Tuesday, 2 August 2022 7:02 PM
To: RMII
Cc: ConsumerContact; media@nff.org.au
Subject: ACCC mobile infrastructure inquiry
Attachments: fire sub.pdf

I would like to make a personal contribution to the ACCC Regional mobile infrastructure inquiry 2022-23 based on my own experiences.

As I have already put in considerable time to submit to the Bush Fire Royal Commission, I would like to submit this registered document to your body for inclusion. I have attached it in pdf format for your review and authorise the ACCC to use my address, email and mobile phone number for reference.

I have also forward my submission to ACCAN who have included my experiences in their submission.

I would like to stress that the Mt Darragh community is in a mobile phone reception dead zone and that the Telstra provide landline is failing with multiple outages just this year resulting in no phone communications for 6-8 weeks.

Mt Darragh Road is a mountainous and main thoroughfare between Cooma/Bombala and Eden/Merimbula. Several times I have had people knock at my door asking to use a phone as they have broken down and have found that they have no mobile phone reception.

I have made multiple complaints to Telstra and to the Communication Ombudsman about the failed landline and even though this has helped speed up the repair, it has done nothing to provide a real communication solution.

As examples of the lack of commitment to a real communication solution in my area, I submit extracts of emails I have received :

Complaint Reference: 38052486, TIO Reference: 2022/06/02931.

TIO investigation team response:

As discussed, the work we can do is limited to resolving complaints about individual services and consumers. We cannot ask Telstra to upgrade their infrastructure or increase their coverage.... While we can't help you, I can provide you with information on organisations or resources that can help you.

Complaint Reference: 24999850

Telstra Complaints Team response:

Thank you for getting in touch with us on 12 December 2021 about a complaint relating to your landline. I'm sorry we haven't been able to reach an agreement by offering the following

- We have informed you that technician has been and was able to fix your service on 17 December 2021.*
- You confirmed that service is now working*
- We informed you that we don't have the date yet as to when the cable will be replaced.*
- We informed you that there's no available satellite phone in your area, hence it was not installed.*

You have told me that this doesn't meet your expectations because you would like to have the satellite phone installed and a permanent fixed to your landline. You are not happy with the overall experience with Telstra reporting a fault.

While it's disappointing that we were unable to resolve your complaint, we are confident that our investigation and proposed resolution are appropriate. As a result, I've recorded these details and closed the case.

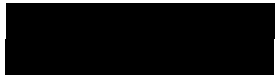
You may wish to discuss our resolution offer with the Telecommunications Industry Ombudsman (TIO), however if at any stage you decide to accept, please call me on 1800241787 quoting your complaint case number 24999850.

I firmly believe that an ability to communicate quickly and efficiently with others, especially during a natural or medical emergency via a stable and trustworthy telecommunications solution is not a luxury and ask your full support for regional areas to get the same level of service that many other areas take for granted.

I am committed to pursuing an equitable and appropriate telecommunications solution for my remote community.

Sincerely,

Micheal Devine



Bega Council



Sent from [Mail](#) for Windows