

## **Palmato, Peter**

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**From:** Peter Penfold <[REDACTED]>  
**Sent:** Monday, 1 August 2022 12:51 PM  
**To:** RMII  
**Subject:** Submission re Communication inconsistency.

Commissioner,

My name is Peter Sutton Penfold.

I am a retired Surveyor, 39 years Qld. Main Roads, 15 in a private practice.

I live on a rural block of land, [REDACTED] 4880.

I have owned since 1986.

I moved here in 2016, and live in a metal encased building, below the Ridge crests, this to limit exposure to lightning strikes.

I have no landline and was advised against NBS when it became available in Mareeba. Mareeba is the closest town, pop. Approx. 17000, town and surrounds.

I was advised to maintain "free to air" phone and internet, as there was no advantage in speed or connectivity with NBN, as it existed then. ( About 3 years ago?) At this time service was available inside the building.

I have become aware, in previous 18 months or so, of a significant decrease in reliability and access to phone and internet at my residence. This decrease is also noted and remarked on by my grandchildren, when they visit, and attempt connection on digital devices. Other visitors comment on poor phone reception.

This means that the fault is not in my digital devices alone!!

I am currently in communication with Telstra, for them to remedy the reception here. They have offered a possible solution, no guarantee, at a cost to me of \$2400. I have not accepted. This offer comes to me ,apparently from some affiliated arm of Telstra in Mumbai, India.(of all places, why not a technician in Australia, surely the top exes are paid enough to supply a local service,??) Interestingly enough, it is possible to connect to me from halfway around the world, but not from a local transmitter??

The strength of reception is better in the "wee small hours". I suspect that we, being in a rural area, are getting the crumbs of used devices, dumped in more populous regions as the number and complexity of devices overloads "switch gear" when popular times attract many users.

This progressive decline in service is I believe entirely predictable, engineered even, to maintain the system. Therefore it is in Telstras remit to maintain the functionality of the network, or are we to lose our VOICE.

I am available to speak to this subject in any forum if invited, and am glad of the opportunity to express my dissatisfaction with the existing degradation of services. I am not alone in suffering this.

I remain

Peter S Penfold