

Australian Competition & Consumer Commission  
GPO Box 3131  
Canberra ACT 2601

02/08/2022

To whom it may concern,

RE: ACCC - Inquiry into Telecommunications Services in Regional Areas

Rock Ridge Farming Pty Ltd is a farming company based in Far North Queensland. Being located across the tablelands, it is crucial that we have reliable and consistent mobile phone coverage on each farm and office.

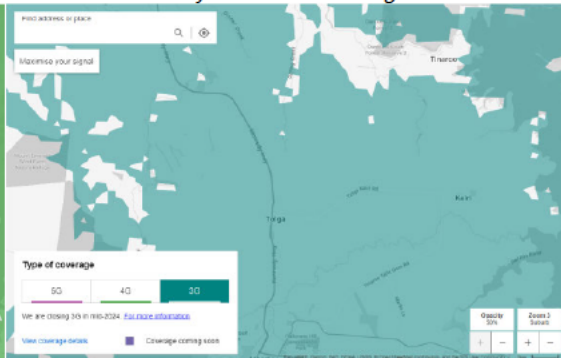
I understand that under the Australian Consumer Law, when we buy products and services, they come with automatic guarantees that they will work and do what is asked for.

At one of our farms located on Willows Road Tolga, we have incredible difficulty with getting any phone coverage. According to the Telstra and Optus coverage maps, consumers are supposed to receive anywhere from 3G to 4G where our farm is located (please see pictures below), yet even after the supposed recent upgrades to the phone towers, it's extremely difficult to get one bar of service at best.

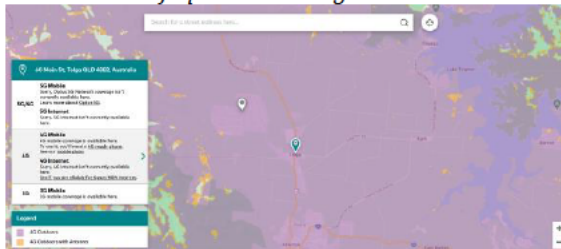
Picture below of Telstra 4G coverage



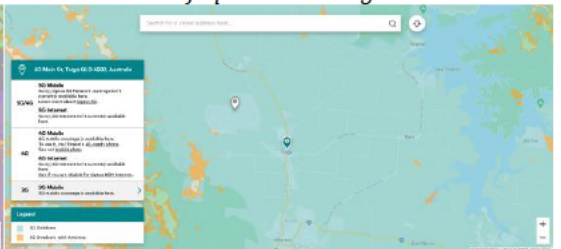
Picture below of Telstra 3G coverage



Picture below of Optus 4G coverage



Picture below of Optus 3G coverage



Rock Ridge Farming Pty Ltd

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This means our employees cannot make or receive phone calls, which is a serious safety issue in case of injuries and emergencies. For example, in the past 12 months we have had 3 snake bites on our farms. Those workers were lucky that they were based on other sites and were able to easily ring someone for help. If this were to happen at our Willows Road farm, it is much harder to contact someone which can put the workers' lives at risk.

It also impacts productivity and communication within our business. Instead of making a simple phone call, we have our supervisors and workers trying to find people in the paddocks because they are unable to get the service coverage needed. What are we paying for if we cannot make a simple phone call or have to search for service each time we try to send a text?

At our head office located on Albrecht Street, Tolga 4882 the reception is also very poor. This reduces the productivity of our ten office staff onsite as we have to continually step outside to make phone calls. Between these two locations, we have approximately 60 employees that have ongoing issues with service coverage.

On the ACCC website it is stated in the Consumer rights for mobile services section that if a product or service you buy fails to meet a consumer guarantee, you have the right to ask for a repair, replacement, or refund under the Australian Consumer Law. We as a business are paying for a service which is not being delivered upon. We have complained to Telstra with no action being taken and others within the Tolga community have also expressed constant extreme frustration with this on-going issue. We hope this issue will be soon resolved.

Kind regards,



Michelle Howe  
Director

**Rock Ridge Farming Pty Ltd**

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