Good afternoon

On behalf of local governments in the Mid West area of W.A., we are for regulated mobile roaming to increase competition of mobile service delivery.

We are in a section of the state where Telstra is the sole provider.

This means expensive plans (no alternative/competition), very high cost of data ($10/GB), poor service delivery (severe lack of coverage) and next to no remedies when complaints are filed.

We have a recently installed 4GX tower within 4kms of the township (on a hill, no obstructions) yet the coverage does not reach the residents of the town.

The equipment has been switched due to recognised ‘poor performance” and then Telstra simply said last correspondence as reception barely improved:

“The tower is not experiencing performance issues. You are living in a low coverage area, we suggest you purchase one of our Smart Antennae (~$800) to solve this issue”

For many people mobile telecommunications are the sole communications method available (telephony and mobile broadband) especially those on farms or rural properties.

The adjacent town Latham (46kms away) hasn’t had mobile reception EVER.

Increased competition will force Telstra to increase service delivery, decrease plan costs, increase data allowances, actually compete with other telcos and overall improve the services in these areas.

Kind regards,

**Ted Jack**

**Community Development Officer**

**Shire of Coorow**

[REDACTED]

Monday – Friday

