



Hawkesbury City Council

Attachment 1
to
item 1

Submissions received from
community during Public Exhibition

date of meeting: 24 August 2021
location: By Audio-Visual Link
time: 4:00 p.m.

	Your feedback
1	<p>Glossodia Both phone and internet issues</p> <p>We have constant issues with phones dropping in and out of service - this is a massive issue when we have people with living in the house who are considered priority customers with Telstra. Whenever we make a complaint nothing gets done. It's quite dangerous not being able to access phone services. You will see a lot of neighbours including us having to 'pace' their front yards when on the phone because they are searching for a decent service spot. I have missed so many important calls with it going straight to voicemail or not even notifying me of said call, due to the service.</p> <p>This is a massive issue in all of Glossodia and needs to be rectified. The introduction of NBN was meant to make things easier, it's completely reversed and now causes nothing but problems</p>
2	<p>Telecommunications black spots- Cedar Ridge Road, Kurrajong- ADSL2 no NBN, poor mobile coverage. Bells Line of Road, North Richmond near Colo High School. Again start or Comleroy Road, Kurrajong. Macdonald Valley.</p>
3	<p>I have recently moved into the holiday park in Vineyard and because my NBN wasn't installed for nearly 5 weeks after I moved in I was totally reliant on my mobile for the internet. I was with Belong which is a Telstra provider and the reception here was never any better than 2 bars, often less. I could send and receive emails but not open attachments and Facebook for instance was unreliable. Calls would cut in and out regularly too. I have since changed provider to Aussie Broadband which us an Optus provider and I always have 4 bars now and problems have disappeared.</p>

	Your feedback
4	<p>I'm replying to the post regarding poor mobile phone service in the Hawkesbury. This is especially apparent during storms, fires and floods. I live in the Upper Colo Valley and once power is cut and the telephone exchange batteries go flat our landlines do not work and we have none to limited communications. During the last fires and floods once the phones are down we mainly use the internet (via generator power) to communicate. The small cell towers have made a difference in some parts of the valley but this has had limited benefit to the majority of residents not having access to the reception provided by these towers (myself included).</p> <p>This is also the same for the Colo Heights and Putty Rd areas. During the 2019/20 fires there were multiple times where emergency messages were sent out via SMS and the vast majority of residents did not receive them as the mobile towers also had limited battery back up. From an RFS point of view this also made communicating exceptionally difficult with the district office or to other field commanders as you would have to drive to find reception or fall back to other strategies (using radios or runners).</p> <p>Landlines are also an issue as Telstra appear to not be investing in any landline infrastructure (from talking to Telstra Techs). Repairs can take anywhere from 2 days to 12 weeks and once again there is no mobile phone coverage.</p> <p>Internet in the area is supplied via satellite and is overpriced compared to plans in urban areas and can be unreliable as well due to many environmental factors such as trees, wind, topography and severe weather.</p> <p>I'd be very happy to discuss this further.</p>
5	<p>Colo region is a mobile black spot. No service at all.</p> <p>The Telstra landline network is unreliable and during power outages there is not secondary back up, which means the landlines go out.</p> <p>The only option for internet is expensive satellite NBN.</p>
6	<p>Phone reception near dogwoods / colour sawmill as we are located at putty rd colo heights is terrible.</p> <p>In the recent bush fires we struggled to raise help using our mobiles or landlines.</p>

	Your feedback
7	<p>We live in Carters Road, Grose Vale.</p> <p>We have very unstable phone and internet services.</p> <p>Working from home due to COVID restrictions is very hard.</p> <p>No NBN services in our street is devastating with home schooling as our daughter drops out during zoom calls.</p>
8	<p>Telephone issues - Glossodia</p> <p>Regular Telephone call drop outs especially during rain periods and storms.</p> <p>Internet often takes several minutes to have a connection.</p> <p>Makes doing business from home very difficult and also lack of communication during bad weather events and disasters is a serious issue</p>
9	<p>Very poor phone reception on Golden Valley Drive at Glossodia with Optus. We are unable to make mobile phone calls from our house and are forced to drive elsewhere to make important phone calls.</p>
10	<p>Regarding phone reception. We are in Upper Colo and have mobile reception, it is essential for me to run my National consulting business. The big frustration is that it is down quite often and then there is no effective way for me to report it. I end up going in frustrating circles with Telstra, I tell them, through a stupid chat service that there is an outage and they tell me according to their system there is no outage. They want to then start blaming a fault on my phone. All my family members and neighbours have no reception either, but it is impossible to report the fault! To say it is frustrating is a complete understatement! It has taken me up to two months of this frustration to get action and then it is only through frustrated groups on Facebook, not through Telstra help. Very, very frustrating to have such a useless communication (non) provider as our only option.</p>
11	<p>Mobile phone reception is rubbish we are in south Windsor Erina place and we are with Optus network</p>

	Your feedback
12	<p>Hi there,</p> <p>Just following up a Facebook post on mobile reception and connectivity in our local area.</p> <p>We live in Central Colo and have NO mobile reception. Our NBN satellite internet is data limited, slow and unreliable. Our landline service is also unreliable especially in weather events. When our valley has power outages (which are frequent) our home phone doesn't work at all and obviously getting any technology to work is impossible without alternative power sources.</p> <p>Thanks for drawing attention to this issue.</p>
13	<p>Hi . You asked for feedback on poor phone service in the Hawkesbury.</p> <p>We live at Inverary Drive Kurmond. My mobile phone service is with Telstra.</p> <p>Virtually all that area along Inverary Drive has very poor mobile phone service. We have a Telstra Smart Modem with 4G backup which does not work when the internet goes down. It is better on the Sth. Western side of Bells Line of Rd. Our NBN Internet with Telstra works well.</p>
14	<p>I saw a message on Facebook asking for Hawkesbury residents with mobile issues to submit feedback. My family live in Windsor and have constant drop outs, missed calls, etc. on our mobile phones connected to the Optus network. This occurs at home and also when out in the community. There appear to be a large number of black spots for Optus mobile coverage.</p> <p>The impact to my family's safety became very apparent during the recent floods within the Hawkesbury as I was unable to contact my family members who were working at different suburbs and trying to ensure everyone was safe and could get home before roads were cut was extremely difficult and very stressful. One of my kids were stuck in Richmond and we were unable to get to them initially as the roads were cut and were unable to contact them due to mobile reception issues. Having phone reception issues also made organising a removalist and storage for some of our belongings to minimise the amount of our belongings that were impacted by the floods was extremely difficult.</p> <p>One of my older kids recently transferred to Telstra and is no longer having these issues, however the cost of Telstra vs Optus is a factor that makes it difficult to migrate all mobile phones for all family members.</p> <p>Feel free to reach out if you want any more information. Thanks.</p>

	Your feedback
15	<p>Poor phone service in Guardian Crescent, Bligh Park</p> <p>Often no service inside the home or in the driveway</p> <p>Never have 100% good service, always drops in/out</p> <p>Safety for family with chronic illness</p> <p>Can't complete work or phone clients</p>
16	<p>North Richmond kurmond road!</p> <p>I'm with tangerine internet service as that's the only service I can get for home wifi internet as there is still no nbn service! I wanted to upgrade my service for faster internet and they said I am allocated the most i can get which is the lowest they offer, slow internet! Vodafone for my phone service, ok at North Richmond but no service at freemans reach and Glossodia areas!</p>
17	<p>Terrible service in Kurmond NSW</p> <p>On a clear day, we have a booster tower on our office roof and we still barely get phone calls when we turn the phones onto 3G. Missed Phone calls and messages come through 1-2 hours late! We are with Telstra and so sick of terrible service! On a windy or cloudy day, there is no service and we have to walk out to the road to make a single phone call!</p>
18	<p>Lower Macdonald.</p> <p>I'd like to highlight the constant issues and lack of telecommunications services in this area.</p> <p>Telstra services continue to be a real problem, the service is weak and constantly drops out.</p> <p>Internet is even worse. I had to opt for sky mesh, Telstra had no options, the service is slow and unreliable. I cant believe we are 1 and half hours from the city and telecommunications is still in the dark ages. Why and what is being done about it.</p>

	Your feedback
19	We have had endless problems for at least seven years of living in Grose Vale with ADSL service through Telstra. We are still going through the TIO to resolve our dispute with Telstra for being sold a Service which they could not deliver to a satisfactory standard. The internet speeds are appalling and make it so difficult to be able to work and home school our children in this pandemic and current lockdown. We are treated as if we live in regional NSW yet we are still classed as being in greater Sydney metro.
20	In response to your question regarding black spots for mobile reception in the Hawkesbury. Freeman's Reach Public School and surrounding houses have zero reception. This is a safety issue for the school as we have a large area of land that the students take breaks on. If there is an emergency down the back of the property then we have to send a runner to call for help. This could be detrimental to students and staff wellbeing.
21	Re Poor Telecommunication Service. We live on Cabbage Tree Road, Grose Vale - We have no access to the NBN and there is no access planned for our street. We continue to rely on our ADSL service which is incredibly slow and unreliable. Mobile coverage is also very poor despite a black spot tower that has been installed on Grose Vale Road in sight of our house. The land line is often crackly and unclear. The internet service is so bad my university aged child can't study from home. My inquiries to Telstra on the subject have revealed here seems to be no plan to improve service here despite it being a known black spot in the network.
22	I live at Colo Heights, and the internet and phone services are an absolute joke. So much so that I have had to risk mine and my family's safety throughout this entire global pandemic and go in to an office in Penrith to work. My work could easily be completed from home if I had better phone and internet connections. I cancelled my landline because it was out more often than it worked, but Telstra still happily charged me to have the 'connection'. My internet is satellite, so is slow, expensive and unreliable. It drops out regularly, which I can't have when I'm in a meeting with customers. And our mobile service is patchy (at best) and unreliable when the weather isn't good. When we were impacted by the 2019 bushfires, the lack of service and ability to call for help was very stressful. And I am concerned that there will be some sort of disaster or issue in the future and we won't be able to access help. Colo Heights is a beautiful part of the world, and I hate that I may need to consider moving in future purely because we can't get decent phone and internet access.

	Your feedback
23	The Ebenezer area has little to no telephone reception even on Telstra
24	<p>I am a 60yr old woman lucky enough to have a full time job. I live in Glossodia. No mobile service and constant internet issues has made working from home tenacious to say the least. Should I be in fear of losing my job because our technology out here is almost non-existent-NO!.....but I am.</p> <p>This is not good enough and it needs to be fixed immediately.</p> <p>Thank you.</p>
25	Lack of phone and internet service
26	Hi, we have reception problems throughout the forgotten valley, wisemans to st Albans and to Spencer, I had friends that were in a car accident and had to walk a couple of Kilometers to someone's house because they couldn't get reception
27	<p>Hi There,</p> <p>For at least the last four years or so I have experienced the slow decline in mobile reception at out residential property in East Kurrajong I work mainly from home with our main business at Penrith so mobile reception and internet access is imperative here for my business.</p> <p>Basically it is nearly impossible to get mobile I have to divert this service to the land line around Windsor to receive phone calls, as far as sending or receiving emails, this is also hit and miss, slowly getting worse and worse.</p> <p>More towers have been installed in the area but service is definitely worse, I will be returning to the daily travel to Penrith as I can't effectively work from this location</p>
28	I am contacting you regarding poor phone service in Webbs creek 2775

	Your feedback
29	<p>Regarding the service and internet issues in the Hawkesbury.</p> <p>We have zero mobile reception here in central macdonald all the way to Wisemans ferry. We are on nbn satellite and it's so patchy out kids can't even access the Internet for home schooling. The school can't even provide the option of home schooling as they don't get the service. Our kids are at a massive disadvantage with their education because of this. Huge safety issues that come with this also.. definitely needs to be a priority for finding a solution!!!</p>
30	<p>I reside on settlers road central MacDonald and we have [REDACTED] of the Community Defib Project. Please look it up if your not familiar with the project. As all would be aware we have been through flood and fire emergencies in the last few years. The lack of current mobile services for this area is an everyday danger to all who use this area. It is only a matter of time before a tragedy occurs where emergency services are unable to be contacted to assist persons in need. The fact it is 2021 and this is an issue is a blight on the telco industry and the government departments that regulate them. Help keep our family and friends safe in times of emergency when they really need help !!</p>
31	<p>On upper Macdonald Rd, St Albans we have ZERO mobile phone reception (and I mean NONE) from any provider. This has serious implications to residence & visitors when faced with a medical emergency (illness / injury / mental health) and during extreme environment events (fire/flood/severe storm). With regular power failure and phone land line outages in the area, it is VITAL that mobile communication channels are accessible. This should be a basic service as St Albans is NOT remote and part of Greater Sydney.</p>
32	<p>No mobile reception at all for us on lieutenant Bowen Road Bowen mountain. This needs to be addressed as its a safety concern during a natural disaster like a bushfire. If power is cut, no home phone or internet.</p>

	Your feedback
33	Roberts Creek Rd, Blaxlands Ridge Poor mobile phone signal - provider is Telstra Landline is with Dodo and unreliable, Telstra won't fix the damaged line at service box Mobile service is non existent
34	Please address the Telecommunications issues- lack of mobile phone service in Bowen mountain/Grose vale. Optus, Telstra and Vodafone reception is all unable to complete a phone call. I'd be happy to accept a call from my home so we can talk about it but a conversation would be unable to be had. xx feel free to experience this first hand
35	Terrible mobile phone service in Agnes banks, currently with Telstra who are usually pretty good elsewhere.
36	Carters Rd Grose Vale. In 2020, twice we had our power cut for a full day at a time, so NBN infrastructure could be added to our street. Once it was rolled out, it only did the top half of the street - our street is less than 4km long. Why was the whole street not rolled out? why do the other residents suffer, particularly when they could enjoy line of sight to a few towers but the lower end of the street cannot? NBNs answer to my questions - you can band together and pay for the rest of the street yourself. My taxes are why there's an NBN in the first place, do I get a tax rebate because I missed out? Now we have 2 parents working from home and also juggling remote learning with 4th world internet in 2021, not 80km from a global city. Please fix this. I have listed this under disaster and emergency as innovation is negligible when discussing internet in this area.
37	XX lieutenant Bowen Rd Very little mobile phone service. Currently with telstra. Doesn't matter what provider. Still rubbish service.

	Your feedback
38	<p>The lack of mobile phone service in Sackville/North Sackville is very dangerous in this area. Being on the Hawkesbury river & in a Water skiing area accidents happen & even the best prepared boats can break down. There's many ski parks along the river.</p> <p>I can't even use a QR code to check in & couldn't get mobile Internet services to monitor the flood that devastated the Hawkesbury river in March this year.</p> <p>This really needs to be addressed post haste. Thank You.</p>
39	<p>Dear Hawkesbury City Council and Mayor Patrick Conolly,</p> <p>On behalf of the WDHOA Inc. Committee, we would like to thank you and the council for the courtesy extended to us and the residents of Windsor Downs Estate recently, allowing us to submit to the Hawkesbury City Council our Windsor Downs Telecommunication Survey results submission. Whilst the time frame only allowed us 2 days (over the weekend) to pole our residents, we had over 80 residents or 22% respond. Unfortunately Survey Monkey only allows 40 samples of the survey, which we believe is showing a strong consensus, that Windsor Downs is potentially one of the worst telecommunications service within the surrounding estates.</p> <p>In regards to timing of the NBN Telecommunications, NBN was rolled out to from Blacktown to Bligh Park, Marsden Park, Windsor, onwards to Richmond and so on years many years ago, bypassing Windsor Downs, who only got NBN in July 2020!</p> <p>Even though this survey is compelling, we believe that the reality regarding Safety and wellbeing is far worse.</p> <p>In the 2016 Census, the average age was 45, assuming in 2021 it would be closer to 50 and a population of 1,179. In 2016, 492 people or 42% or residents in Windsor Downs were aged 50 years or older and if pro rata to 2021, it would be 677 or 57% over 50 years old.</p> <p>We unfortunately have had deaths in Windsor downs with elderly people being found too late, even though there is no evidence it is linked to Telecommunication, we are confident the survey shows that Telecommunication plays a critical part for safety and wellbeing of an aging population, especially in Windsor Downs and also the wider LGA.</p> <p>In 2021 mobile phones have replaced telephone booths and landlines now VOIP/digital, causing an ever-growing dependency on Telecommunications, which adversely creates a technological gap which has a direct impact to our elderly's safety and wellbeing.</p> <p>Yours Sincerely,</p>
40	<p>Lack of mob service paying for a service only 50% working thats an overestimated amount</p>

	Your feedback
41	Phone coverage (Optus) in Glossodia is terrible. I live at the bottom end of Boomerang Drive. To make/receive calls or send messages, we need to find the highest spot on our property - which is usually the pool fence. Very unpractical & dangerous (fullstop), particularly at night or in bad weather. VERY often we are SOS only - and cannot get reception at all (even on the pool fence). 2 x tradie sons are sole traders - you'll often find all of us walking around outside trying to find the 'sweet spot'.

	Your feedback
42	<p>Hi, following on from your Facebook post in regards to telecommunications shortfall in the Hawkesbury, i would like to provide you with our details.</p> <p>We live at XX Tennyson Rd and we have been fighting with Telstra for the past 6 years since we moved into this beautiful area.</p> <p>Firstly Telstra's data on coverage is incorrect in regards to mobile coverage and also fixed wireless NBN. This coverage blackspot is for several homes around the Howes creek area of Tennyson and we do not have the option for NBN Cable which is at the exchange less than a km away.</p> <p>As mentioned, i contact Telstra on average every five months and have done for the past ~6 years, this has been more frequent for the past 2 1/2 years due to our phone lines going out and our internet dropping in speed until it is no longer usable. Technicians that have attended have confirmed that the issue is with the Telstra Infrastructure that they are unwilling to spend on with rolling out the NBN but as the NBN is not possible for us (Cable or Fixed Wireless which they have tested) we are stuck with no options. I'm not sure what the future will be when they turn off ADSL?</p> <p>I'm sure you can agree how difficult this is in the current times of trying to home school and requested by the Government to work from home due to COVID Restrictions.</p> <p>Since COVID began, it is no longer possible to speak with anyone from Telstra in regards to faults, this is now all done via Text Messaging which is also extremely frustrating as the automated responses and time between messages can regularly consume half a day just to elevate to a level 2 technician which we always need. (FYI - i have all of these messages saved which shows my frustration and also the ridiculous questions from a non-technical operator at the other end) I have all of the information they request saved in notes so that i can copy and paste as this happens all too frequent and it is sent before they even request it.</p> <p>Telstra cannot confirm if our service will ever be updated, so apart from moving out of the area, im not sure what else we can do in this age of technology?</p>

	Your feedback
43	Agnes Banks has terrible mobile phone reception. We use Optus and Vodafone mobile phones in our house and unless we stand outside or close to a window in the house, the reception is terrible. All along the Driftway to Richmond road is bad service (as well as driving a bad potholed road). We both work for emergency services and the reception is unacceptable for sometimes requiring phone calls to attend work.
44	We have zero mobile service in Mountainview Close Kurrajong Hills 2758
45	Thank you for looking into the black spot issue I live in Bowen Mountain on Pamela Cres, and the black spots at my home make it hard to have zoom meeting or any work meetings with people.
46	We are in Colo Heights (Wheelbarrow Ridge Rd) and there is a total lack of internet and phone reception, despite having a Telstra 4G booster aerial. I have a newborn and this problem drastically affects our safety and family life. We cannot perform home schooling or university studies and the satellite NBN has very limited data. We cannot FaceTime with family which is very stressful especially during lockdown, as our 6yo cannot contact her friends or grandparents without using all of our meager NBN data allowance. We tested the reception before moving here and it was satisfactory, but now seems almost non existent. There is a Telecom underground cable running the length of Wheelbarrow Ridge Road, yet we cannot get a fixed landline to safeguard our communications at our address. I'm certain most third world countries have better reception than here! Thank you for your time.
47	Have to turn my wifi off and use my mobile data to get internet service

	Your feedback
48	<p>We live at Mountain Lagoon. There is no mobile reception here we cannot get the nbn only nbn satellite. We use ADSL and are with Optus they have advised they will be cancelling the service 23/8/21. We are trying to transfer our services to Telstra who have advised they will still support the ADSL indefinitely. My husband works from home and needs the ADSL modem to use the mobile and email for work, without this he cannot work from home. Our daughter is in Year 12 and because of our poor service has missed out on google classroom sessions. The worst part of having no mobile reception was during the Black Summer Fires when the power was out and we had no communication available at all for one week. We had the Fire Captain driving around knocking on doors to get crews together. [REDACTED]</p> <p>[REDACTED] needs to be able to communicate with the other members. Our safety has been put at risk, our business has been put at risk and our daughter's education has been put at risk due to poor phone and internet services. We live 105klm from Sydney CBD - it shouldn't be an issue. We need more towers in the area to solve this problem.</p>
49	<p>Hi I live in south Windsor Around raven place and Bradley street there is a lack of phone reception</p> <p>Optus/telstra/Vodafone</p> <p>At most I will have two bars of reception and little internet</p> <p>This impacts me as I am on call for work in a service which is classed as emergency</p> <p>I miss calls as the phone doesn't have enough reception to receive a phone call. I get a text later with a missed call but it's to late</p> <p>Any chance of a booster tower being put in close by to assist</p> <p>That would be greatly appreciated</p>

	Your feedback
50	<p>I want to express my concern and my unhappiness with the poor internet situation we have here in Bilpin.</p> <p>I worked in the IT sector from home and pretty much rely on the internet for my job. I am currently using the 4G mobile network to obtain a decent speed but also double paying for an ADSL line as a backup as 4G is unreliable. If you have kids streaming content on top of it, then this is not enough. All of this because where I live I don't even have an NBN option (except for satellite, but that's so bad and expensive I won't even consider it)</p> <p>But what really worries me dead is that all of it falls completely apart when there is a critical situation such as high winds, bush fires, floods, etc...We rely only on the Telstra tower in the middle of Bilpin but when there are power cuts due to any of the reasons mentioned before, the tower doesn't have back up power enough to support Bilpin during those times. That means we have no access to phone or internet to keep informed on how the danger is progressing or what our options are. This is unacceptable in the current days we live in. This is putting a lot of lives at risk for something that it's not that expensive to fix.</p> <p>Whether we like it or not, or believe in it or not, climate change is going accentuate these situations over the upcoming years so this is not going to be a one in 10 years scenario. This is going to occur more and more often.</p> <p>Something needs to be done. Urgently.</p> <p>1st - reliable and continuous back up power for the tower in Bilpin</p> <p>2nd - optic fibre to the kerb for Bilpin. After all the billions of dollars spent in NBN and the insane amount of taxes I pay, it is insulting I cannot have access to a decent internet service and that this country in general is almost at 3rd world level when it comes to internet service.</p>
51	No reception at xx fleet place, Bligh Park

	Your Feedback
52	<p>📶Macdonald River Valley/St Albans -📶Phone & internet issues - 📶Please be clear that communities in the Macdonald River Valley & Mogo Ck areas (including Wrights Ck, St Albans, Upper and Higher Macdonald & Fernances) do not have mobile phone reception. No phone calls, no text messages, no social media channel conversations. Apart from a small number of satellite dish installations, most of the properties in these communities are totally reliant on fixed landline communications (for telephone and internet access).</p> <p>Many properties in this Macdonald River valley suffer the total loss of communications due to trees bringing down one or more of these land lines during any/all of the following events:</p> <ol style="list-style-type: none"> 1. Fire 2. Flood 3. Strong wind 3. Severe storms 4. Electrical storms (with or without strong winds) <p>During these outages, no one can call out or quickly check on family, neighbours, friends. Vital calls for assistance in life threatening situations cannot be made and will go unheeded. Weather conditions during the above events often render satellite communications unreliable or even unusable.</p> <p>Properties in the Valley that are connected to the local exchange in St Albans can also be affected by interruption of power or telecommunication links to the exchange, thus immediately isolating over 70% of all Valley properties until rectified.</p> <p>Telstra infrastructure in the Valley is seriously in need of major upgrades and/or replacement due to years of insufficient capacity and poor maintenance. Protective sheathing has been compromised or even completely worn away by tree trunks and branches constantly rubbing, thus exposing lines to rain, dust, insects, animals, birds etc. Many trunk cables are lying on the ground and have been for months or even years. Total failure of the exchange due to extremely poor and insufficient backup systems planning often resulting in outages lasting 4-5 days or even weeks at a time are a common source of frustration and anger amongst the community.</p> <p>Hopefully, feedback from myself and others will demonstrate that residents of the Valley have suffered years of neglect, and Telstra should be held accountable for such gross and wilful negligence in this regard.</p> <p>An expansive coverage of a mobile phone service is an essential mitigation of these existing communication issues and the risk they generate. Due to the threat of property isolation, coverage is required along the four major roads within the whole area, including Upper through to Higher Macdonald, Fernances through to Mogo.</p>

	Your Feedback
53	<p>Re: phone and internet black spots.</p> <p>We loose phone reception for 3.4km on our road to home from colo river bridge all along lower colo road. We pay good money for internet (which we have to have the Ariel up the cliff with an electrical cord running g down into our home) just so we have internet to make calls. Coming down the hill on the putty we go in and out of reception till about east Kurrajong.</p>
54	<p>Hi live in Bligh Park. I have a mobile phone with the Vodaphone network.</p> <p>I use my mobile phone for work and the coverage of Vodaphone is very poor in the area. I stand out the front and look at a mobile phone tower and still extremely poor reception.</p> <p>Your help in getting strong mobile coverage is greatly appreciated.</p>
55	<p>Mobile reception in the Hawkesbury is absolutely appalling - regular daily dropouts, and several areas even along Windsor Road simply drop out all together - "black holes" . Very disruptive to business, as well as daily frustrations for family members. The area is growing so rapidly and needs to improve its mobile service performance.</p>
56	<p>Have gone back and forward with telstra over my internet speed for 8 months. Speed now dropped down to 5mbps and below. Currently waiting 9 weeks for ombudsman to take my case. Meanwhile 3 people working from home. Something needs to change. Telstra technical has advise my dish needs to be moved twice two seperate technicians. NBN appointments made and cancelled repeatedly by NBN. Meanwhile I'm paying for 70mbps and don't even get half. We deserve better this is an absolute joke.</p>

	Your Feedback
57	Telecommunication issues: Mobile service not available without a booster (\$1800), even then it is unreliable and patchy, working and schooling from home very challenging, only satellite nbn service which is very slow. We are isolates which means is service is poor or down safely is an issue.
58	Hi Patrick, just messaging regarding the communication post you put on Facebook. I have issues with mobile phone reception at my home in Glossodia. It is very temperamental, sometimes I will have service and other times during that day I am unable to make a phone call, or person I am calling can't hear me. This is very concerning to me as I am a mother of 2 young children; not having a reliable phone connection when I may need help is quite stressful. I do hope this issue can be resolved. Thankyou for the work you do!
59	Bligh park is horrible with Telstra, I have one bar
60	Dear Mayor, Further to your post on mobile phone coverage in the Hawkesbury. We live on Halls Lane, East Kurrajong and are in a mobile phone (Telstra) and NBN / Internet black spot. Mobile phone signal is useless for talking but text get through. Just as well as we are both in the RFS and rely on the text for pagers call. Telstra internet is useless less than 6MB/S download. Can only get Satellite NBN which is acting up these days too. I have been running a business from home for the last 20 years and the service has led to lots of frustrations, having to rely on the old landline. Hopefully you can do something about this. Best regards
61	No service reception Telstra and Optus/Vodafone Boundary rd Glossodia Run own business and affects being able to offer online services even phone consults. In poor weather or floods/fires no service meant no internet or phone when power outage
62	Regarding bad mobile reception.. Kurrajong Heights When we moved to the area, my 5 yr old son needed an ambulance. I tried several times to call 000 but it kept dropping out. We had no choice but to rush him to the hospital ourselves which was terrifying and dangerous. We couldn't even get a seatbelt on him. It turned out to be very serious and we nearly lost him. This is completely unacceptable but is just one of many stories I'm sure. Thanks

	Your Feedback
63	<p>I have absolutely no serviced at home. We have towers all around us but I have nothing. I am with Vodafone. My husband has a work phone with Telstra and it works fine. My address is xx comleroy road kurrajong Cheers</p>
64	<p>I wanted to share another black spot with you. Cedar Ridge Road Kurrajong.</p> <p>The issues we have are ridiculous here.</p> <p>We are about halfway down one of the busiest streets in kurrajong and as it stands <u>today</u> I can not get more than 1 bar from my Telstra phone and at a stretch if I stand out in the middle of the paddock 2 from my Optus phone.</p> <p>We can barely get internet as our lines are so degraded that with everyone on them at the moment we can't download or up load anything. And with no mobile reception we can not even hotspot off our phones. It has been so bad since moving here 5 years ago we have had to also buy Satellite NBN to try and have an alternate connection but even that is unreliable as the network is terrible and the costs very high. So currently we spend almost \$600 per month across devices to try and stay connected with 2 mobiles, 1 landline and 2 sources of internet.</p> <p>It affects the kids school work but it greatly affects my work in Neurology as I can not get reliable services to be able to do the work I need in which is unacceptable for our region.</p> <p>My husbands work is also affected as he has needed to work from home also making meetings with his clients and team difficult. He is also in a critical roles.</p> <p>We should be able to get full coverage and decent high speed internet.</p> <p>My brother worked overseas for years in the middle of the desert and had better service that we get here in the Hawkesbury.</p> <p>I would love to see some sort of fix for this as the services here need to be addressed like the roads.</p> <p>The roads are also an absolute disgrace up here. They need completely redoing not these patch jobs that will break down in less than a month that are being down on Comleroy this week.</p> <p>Happy to discuss my feedback at any time</p>

	Your Feedback
65	<p>I'm responding to an article posted in our Upper Colo Community page regarding mobile reception. I don't have any and I work from home due to COVID restrictions. I use Telstra WiFi calling while in the house but the quality of the calls can be very bad. The landline is useless and the volume is almost undetectable which I beleive is due to porr condition of the cable to the exchange.</p> <p>Details are: The effect of this is to impact my business negatively. My voice call are generally reported as being poor to uninteligable. Regards</p>
66	<p>In reply to phone blackspots chestnut drive drops out all of the time and it it's not dropped out it's hard for the person you are talking to to hear you. There is also problems on spinx road.</p> <p>Would be great if you could help fix the issue with more or updated mobile phone signal towers</p>
67	<p>I live in Glossodia I have a Samsung A70 My provider is Optus I have certain spots in my house with black spots. I get hardly no reception down at Glossodia shops. The carpark is nil to none which bugs me as I can't contact the daycare or school when in the area. There are also black spots along creel Ridge Rd and Spinks Rd towards Kurmond.</p>

	Your Feedback
68	<p>RE: Phone service issues... Lower Portland Phone & internet issues Telstra is our telco</p> <p>It affects my family with communication issues, can't hold conversations with anyone the ph cuts out as the reception is patchy within inches of moving can't ph for services we need at home, have to drive to get reception to do so, no comfort if there's an emergency, if we do get ph reception in one spot, which is rare, we cannot move or it will cut out, We can't receive important ph calls, if the wind comes goodluck as there's no hope of reception anywhere As for internet it's a joke, we have no services at all as we are remote, we now have to try satellite internet which we have to wait for so home schooling in lockdown is non existent, Can't study tafe or work at all</p>
69	<p>Hi, I would like to contribute to the Hawkesbury Telecommunication enquiry.</p> <p>Blaxlands Ridge Being 7 km away from an exchange ADSI speed was limited so we advised to use NBN satellite. After having it installed, we found it extremely unreliable and could not cope with multiple devices. We have been reduced to mobile internet. Phone reception is another problem, with limited coverage we have no choice but to use Telstra which is most expensive. Their largest mobile board band package is 400 GB (\$85.00 per month), at peak times and overcast weather it is unreliable. Due to the speed and data required for most of our internet uses (streaming, gaming and working from home) we have increased our Mobile plans to accommodate. For 3 mobiles and the mobile broadband it cost roughly \$450.00 per month. If the reception was better we could us Optus which would cost roughly \$264 per month and includes an additional 160gb of data.</p>