
Sent: 19/06/2019 1:21:08 PM
Subject: War Vets Phone Tower

Sir,

My wife and I have been residents of the War Vets Village for ten years.

The first 7 months we occupied a villa in New Simpson, and were a little disappointed that the Optus Mobile Service was barely useable and the Telstra landline ADSL service was not much faster (3.5 Mbps) than the Dial UP land line we had in 1999.

On relocating to The Dardanelles we discovered that the OPTUS Service was not available and the Telstra Land Line ADSL dropped to 1.5 Mbps.

Optus informed us we were in a Black Spot and there was no intention of providing additional coverage, and touted their Cable Service on the Plateau.

The problem would not be solved by switching to Telstra, and the cable service was not provided in The War Vets Village.

Telstra advised the problem was due to over crowding on the Dee Why Exchange, and would only get worse with the completion of the Dardanelles Project of 130 Units. But offered relief when the NBN was completed.

This prompted a prolonged effort by the residents of The Dardanelles and other areas of the Village that are in the Black Spot to persuade Management to get a better Cellular Service which eventually resulted in the Application for a Telstra Tower in Our Back Yard.

It is our strong belief that an up to date reliable service is a priority so that residents irrespective of their medical needs can have access to the world by phone and computer inside their Unit.

It is obvious that the many residents with chronic / acute medical conditions that require, in addition, the ability for their various medical devices particularly Heart Monitors and Safety Call Devices, to be used in their homes and in all areas outside their homes have an unquestionable need for the service.

We strongly urge that you do all in your power to ensure that Council takes the necessary steps to have the Application Approved.

Thank you,

Les and Anne Hubble
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