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**Sent:** 17/07/2019 1:58:25 PM  
**Subject:** Mobile reception in the Cromer area

----- Original Message -----

**From:**  
"Sue McGrath" <vthe123mouse@optusnet.com.au>

**Sent:**  
Wed, 17 Jul 2019 12:38:08 +1000

Dear Mr. Brownlee,

I wish to express my serious concern regarding the absolutely disgraceful situation which exists regarding the lack of mobile, and sometimes radio, reception in the Cromer area. The erection of a phone tower is most urgently required to ensure that satisfactory reception is available to all residents. It is unbelievable to think that in this day and age, and living in close proximity to the city, this is not available. We may as well be living in the 'Boondocks'.

I am a resident of Maybrook Village and have neither mobile nor radio reception in spite of owning a digital radio.

You would be aware that Telstra recently proposed installing a booster in the Cromer area but due to objection by some residents the proposal was defeated. Stockland, the owners of Maybrook, then came to an arrangement with Telstra for the construction of a booster on the roof of this building. This was erected recently but has not yet been connected as I understand the organisation who were due to carry that out went into liquidation on the day it was to have taken place!!!! Yes it's true. One can't help wondering whether a booster on the roof will be sufficient to rectify the problems in this area, I would think a tower would be necessary and that council should give approval to one as a matter of urgency rather than seeking band aid interim solutions.

I understand that in addition to improvement for Telstra customers it will also benefit the following: Aldi mobile, Barefoot, Boost, Lyca, Tele Choice, Belong, Betterlife, LYF, Think and Woolworths mobiles. Is it too much to ask what about Optus, TPG etc !! Where do they stand?? I have not experienced a satisfactory answer having asked the question. It appears to be in the hands of the Gods which, in itself, is unsatisfactory.

Optus is my provider and due to previous experience with Telstra when I owned a small business on the South coast I will certainly not transfer to them as I believe them to be thoroughly incompetent and they seem hell bent on proving it time and time again, Their arrogance is unbelievable and lessons in service are desperately needed.

Please let us have some urgent action to remedy this inexcusable, long overdue, situation and give residents a service to which they are entitled.

I look forward to a swift resolution in this matter,

Regards,  
Sue McGrath

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Cromer

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sent using Optus Webmail