

SUBMISSION TO PARLIMENTARY COMMITTEE re: TELSTRA

Wednesday our 6894 7427 phone line very noisy and hard to hear on

- 12.1.05 Sometimes no dial tone at all
- 13.1.05 Phone dead – out of order – I called 132203 plus 132 999 Ben Le Lievre from Armidale had already reported fault. I was told phone would be out for five (5) days to Monday 17th.
- 14.1.05 Fri. 6874 7427 line was out of order
- 15.1.05 Sat 6874 7427 line was out of order
- 16.1.05 Sun 6874 7427 line was out of order
- 17.1.05 Mon 6874 7427 line was out of order – Phone not fixed as promised
- 18.1.05 Tue. 6874 7427 line was still out of order
- 19.1.05 Wed 6874 7427 line was still out of order

Our fax 6874 7429 – now out of order. I called Liz Murray at 6874 7420 on our 2 way radio and asked her to report our 6874 7429 fax line out or order to be told her phones were out of order but she still had her satellite phone. I was told 52 or more phones were out of order in the little Louth village and district.

I understand there were Telstra men working at Louth to restore lines and phones which was done about 3 p.m. and our Fax phone was back in order but not our 6874 7427 line. No one from Telstra contacted me while they were at Louth.

- 20.1.05 Thur. I phoned Mr John Anderson's office and spoke to his Secretary who gave me these numbers to phone her on for information.

The men who worked in Louth yesterday, Wednesday 19th fixed the many phones out of order and just assumed my 6874 7427 was fixed when my 6874 7429 line was connected.

- 21.1.05 Fri. Phone still not working
- 22.1.05 Sat. Phone still not working
- 23.1.05 Sun Phone still not working

- 24.1.05 Mon. My brother phoned John Anderson's office in Canberra to explain our line still out of order to be referred to the Minister for Communications who told Hugh (my brother) the line would be in order tonight. It was not.

- 25.1.05 Tue. I received a fax from my brother on our fax line 6874 7429 to say he had phoned Canberra again to say that there was still no progress made with our line.

At 8 p.m. on Tuesday night I received a fax from our son Ben saying a fax noise is picking up on our 6874 7427 line. We could not understand this as there was still no dial tone on that line and we were not receiving any phone calls on that line.

26.1.05 Wed. Phone still out of order.

I phoned Virginia Chambers and told her the 6874 7427 line was still out of order and it was now two weeks that we have had problems - it was two weeks since I phoned to report problem.

I phoned the Minister for Communications Office and spoke with Daniel Tanzie and found his attitude very unsatisfactory.

27.1.05 Thurs. Phone still not working

I spoke with Chris Caleback from Telstra Broken Hill who was so very helpful and told me he had already organized a linesman from Bourke to fix line and would have it done today.

At mid day I drove along our phone line towards the village of Louth and found a young man Doug Blackwell from Bourke working to fix our line which he did very successfully and had it working at 1 30 p.m. after repairing line he called to check everything was alright.

It has taken over 2 weeks to repair a phone line which is too long at any time but with temperatures over 40 degrees for days on end it is dangerous.

Our son Sam Le Lievre is captain of the Louth Village & District Bushfire Brigade. The district that he covers is very large.

As captain of the Brigade the bushfire truck is to be at the airstrip when the Flying Doctor's plane has to land at night for an emergency.

Once during the last two weeks there was a serious accident when a young man had a fall from his bike and hurt his back and the Flying Doctor plane was called at 11 p.m. that night. The bushfire truck was not in position at the airstrip for this case as we could not be contacted.

I feel this situation with Telstra is most unsatisfactory and dangerous.

Therese Le Lievre
Deerina
Louth via Bourke.