

Hello Committee,

[REDACTED]

I am a Marine Consultant specialising in responding to significant marine shipping emergencies. These emergencies often involve life salvage and protection of the environment from the adverse effects of oil spoils and plastic pollution.

I operate my business from the above address but cover incidents globally. I am one of 42 members of Lloyds Panel of Special Casualty Representatives worldwide.

Even before the 3G network was discontinued we struggled to obtain a reasonable and stable mobile phone connection. Mobile phone dropouts were frequent and there was only one room in the house where reception was possible. Now the mobile phone reception is even worse with occasionally one signal strength bar of 4G and 5G.

The absence of a reliable and stable phone connection makes operating my business extremely challenging. During important calls, I often must walk up to the main road to get a stable connect.

I have just purchased a Starlink Mini system to provide better phone and internet service.

I have made numerous representations to Telstra over many years regarding the terrible mobile phone coverage, but nothing ever happens. I would say that almost everywhere I work overseas, including many developing countries, have better mobile coverage than [REDACTED]. The one exception being Rennel island in the Solomon Islands, although it is one of the most remote islands in the western pacific.

My wife owns a veterinary hospital and frequently has to make clients calls regarding the health status of their pets. In dire cases this is complicated by regular dropouts. It is often difficult for the hospital to contact her when emergency cases of critically injured or sick animals arrive at the hospital.

It is unacceptable that in suburban Australia mobile phone reception is unavailable.

Regards Roger

Captain Roger C King  
Master Mariner, AFNI, IIMS.  
Member of Lloyds Panel of SCRs

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