



PARLIAMENT OF AUSTRALIA  
HOUSE OF REPRESENTATIVES

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## **MEDIA RELEASE**

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### **Shearing shed meeting tells telecommunication tales to Telstra**

It was an unusual setting for a meeting but a shearing shed was very appropriate for members of the farming community serviced by the Wongo Creek Telephone Exchange just to the east of Manilla to talk with the new Telstra Area Manager Elise Munsie and a number of her team about their problems.

The meeting of about 15 people came about following concerns being raised by people serviced by the Wongo Creek Exchange at the public meeting held recently in Manilla by Independent Member for New England, Tony Windsor.

“There are 39 services on the Wongo Creek Exchange most of which have been experiencing problems with Internet access in both speed and line dropout as well as interference.

One farmer in particular has had problems in just having his landline fixed to just be able to access a normal phone service on and off since early January,” Mr Windsor said.

The meeting was addressed by the new Telstra Area Manager, Ms Elise Munsie.

“I was very pleased that Elise and a few of her team took the time to come out to the Arranmore property shearing shed of Stuart and Gai Faulks and hear what people had been experiencing.

Elise spoke well with these people who have genuine concerns and every right to be upset with their level of service particularly when people just over the hill can access better services as they are on the Manilla Exchange.

More importantly however, Elise listened to their problems and saw first hand the issues that these people have with their service.

Whilst no-one can waive a magic wand and fix the problem overnight, I am pleased that the people on the Wongo Creek exchange are now being worked with by Telstra to fix their problems.

I thank them for drawing their concerns to my attention and I thank Elise Munsie and her Telstra Countrywide team for coming out to Wongo Creek to meet with the group.

I look forward to a positive outcome for all concerned,” Mr Windsor said.

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