

**From:** Mark Geary

**Sent:** Tuesday, 9 April 2019 10:04 AM **To:** Information & Records Section (TFS) <tfs@fire.tas.gov.au>

**Subject:** HPE CM: Fire information for Submission for review .

Hi. I would like to pass on a submission for review relating to the fires in the Huon Valley relating to "emergency texts" My wife and I live at Surges Bay. We both have Telstra mobile phones on plans. We never received any warning texts during the course of the fires whilst at home at all. Our neighbours who live less than 2 kilometers away from us were the ones who did get all the emergency texts and rang us to tell us when to leave our property. I suspect that we didn't receive any of the texts because we take signal from a tower across the other side of Huon river from Cygnet whereas our neighbours possibly take signal from Geeveston or another tower nearby. I guess it's all about geographics but nonetheless a bit scary at the time. Telstra could only apologise and give us a credit amount on our account and didn't really give us a technical explanation. I think it is definitely something that needs to be addressed for future reference. I worked with Telstra for 29 years as a linesman but not in mobile side but I suspect that this is a provisioning problem. I think that while it is a free service provided by telecommunications companies it should work. Regards Mark Geary