Whether it’s your mobile phone reception or your range of choice in internet service providers, we want to hear your views on and experiences with telecommunications and connectivity across the Pyrenees Shire.

We will use the information you provide to continue to advocate for improved service in the Pyrenees Shire.

The survey should take between 5 and 10 minutes to complete depending on the length of your answers.

If you have any questions about this survey, please phone Pyrenees Shire Council’s Economic Development Team – phone 1300797 363 or email [pyrenees@pyrenees.vic.gov.au](mailto:pyrenees@pyrenees.vic.gov.au)

1. **What is your locality?**

*For example: Avoca, Beaufort, Lexton, Amphitheatre.*

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1. **Since the 3G Shutdown please rate your experience**

No Change

Service decline

Improved

If your service has declined, please provide the location of the service issue

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1. **How do you currently connect to the internet?**

*Please select all that apply.*

Via data on your Mobile phone plan

NBN fixed wireless

NBN satellite

NBN Fibre to the node

Starlink satellite

ADSL

Other – please specify:

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1. **What is your current experience with internet connectivity?**

No Connectivity

Constant dropouts

OK

Good

Excellent

Please explain further (optional).

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1. **What is the primary reason you use the internet?**

*Please select all that apply.*

Business

Personal

Study

Entertainment

Streaming TV

Smart home (apps, smart devices etc.)

Security cameras

Emergency alert devices

loT9 (on-farm monitoring)

Other – please specify:

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1. **What needs are you likely to use the internet for in future?**

*Please select all that apply.*

Business

Personal

Study

Entertainment

Streaming TV

Smart home (apps, smart devices etc.)

Security cameras

Emergency alert devices

loT9 (on-farm monitoring)

Other – please specify:

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1. **What is your current experience with mobile phone connectivity?**

No Connectivity

Constant dropouts

OK

Good

Excellent

Please explain further (optional).

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1. **Who is your mobile phone provider?**

Telstra

Optus

TPG

Vodafone

ALDI mobile

Other – please specify:

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1. **Who is your internet service provider?**

Telstra

Optus

Aussie Broadband

iiNet

Activ8 Me

Tangerine

TPG

iPrimus

Dodo

Aussie Broadband

Buddy

Starlink

Other – please specify:

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1. **What would you like to see improved for your future telecommunications use?**

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1. **Do you have any other comments you’d like to add?**

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1. **If you would like us to follow up with you, please provide your full name, email address or mobile phone number, and the name of your current provider/s. We will seek your permission separately if you would like us to forward your answers to the relevant provider/s.**

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Thank you for taking the time to complete this survey – the information you provide will be used to help us continue to advocate for improved digital connectivity.

Please return your completed survey to any Council office, library or information centre in Avoca or Beaufort, or use the reply paid envelope supplied to post it back.