

**From:** Joy Barwick [REDACTED]  
**To:** secretariat@rtirc.gov.au  
**Sent:** Mon 12/12/2011 2:03 PM  
**Subject:** Telecommunications submission

To whom it may concern.

I am writing to lodge my concerns over the quality of the telecommunications services available to me both personally and to my farm business which I operate with my family in the Warialda district (Gwydir Shire).

Even with the limited improvement in mobile coverage that has occurred in our district over the past 2 years I still have no mobile service available to me on about 60 percent of my property. I constantly receive mobile messages up to one week after they were sent but more commonly 2 to 3 days late. This makes operating my business very difficult. Recently I returned to a mobile phone call to a livestock agent to tell him to go ahead and bid on some sheep which were being sold online through a website called Auctionsplus. He informed me that the sale was held 2 days earlier (which is when he sent his message) and that my bid would have secured the sheep based on the price they made. I had returned the call the minute that I had received the message! That late message cost me about \$15,000 in potential lost profit but I hate to think what the result would have been if it was a family member calling to say they had had a serious accident. While I realise that we don't have the population to make telecommunications services profitable in the area that I live, I do feel that in the modern age we live in, mobile and internet services should be a basic right of every Australian regardless of where they live. I mean the truth of the matter is that of all the people in Australia, it is the people in the most remote areas who need these services most.

So I for one am not happy to hear telecommunications companies proudly advertising that their services cover 90 percent of Australians. What about the other 10 percent? We don't have access to the public transport systems that operate in the cities, we don't even get our mail every day (twice a week), so for crying out loud, surely we have a right to be able to make bloody mobile phone call without having to climb a tree or sit on a silo!

Yours sincerely,

Jim Barwick  
Joy Barwick  
Sam Barwick  
Amanda Barwick