

Bishops' Farms

Upper Tenthill

10/12/2011

Submission to Regional Telecommunications Independent Review Committee;

We are in primary production on a rural property at Tenthill, Queensland. Our property is situated 10 km. south of Gatton and our telephone exchange is 1 km from us.

The exchange is described as Tent Hill SCAX Krenskes' Road Tenthill via Gatton. TTHL. Code 61754627 Place Name Tent Hill.

It is listed as active for ADSL2+

We have an ADSL plan with uq.connect with a 256/64k speed download.

I am a health professional and want to use internet education such as web-in –air and online lectures.

My husband is on several boards which require downloading board papers. One board would like to use Skype for meetings –saving time and travel costs for all members- this is not possible with our inadequate, intermittent service.

We use the internet for farm business e.g. banking and researching information to improve our farming practices.

Our internet connection varies during the day. The only time we can be reasonably sure of a connection is at 5.00 a.m. Our internet provider blames our local exchange which has been described by Telstra once as “ARK..as in out of”. Any e-mail with attachments bigger than 2 Mgb is difficult/impossible to download.

Our Mobile phone coverage is equally variable. We have Telstra 3G phones but the reception depends on where we are positioned.

What we need, and this would apply to any consumer, is 24 hour reliability of internet and telephone services. It is far more important, often a case of life or death, to have reliable communications in rural areas than to upgrade urban phone systems.. 2021 is 10 years too far away.

Elizabeth Bishop