

From: Reg & Jackie Carlyle [REDACTED]
To: secretariat@rtirc.gov.au
Sent: Thu 8/12/2011 8:58 AM
Subject: Submission

Thank you for the opportunity to share our Telecommunications experience.

We live on an isolated rural property, some 93km from Chinchilla, and 98km from Mundubbera in South East Queensland. During the floods in late Dec and early Jan we lost our landline phone for 6 weeks and had only the internet to rely on for telecommunications. We receive this via satellite broadband (and were very grateful). We did attempt to use Skype during this time but only had success early in the morning. There is no mobile reception at our home - one has to ride and walk 20+ minutes to climb one of our mountains with an external aerial to access mobile coverage. During the floods we also lost our 2 way radios.

Communications were compromised and we could only rely on someone else reading our emails or Facebook messages.

I am pleased to read that we, in isolated rural Qld will be offered a faster - metro equivalent internet service. We hope too that this will not be exorbitant - cost wise. We use the internet for banking, research, submissions and business and general communications. It is very difficult to download u Tube and is download costly. I wonder what it would be like to download a movie just like my city friends?!

We have many young people visit for study, work and holidays and they are limited to what they can use out here.

I would like to see greater mobile coverage in rural Qld. It is ironical where people are most isolated and perhaps in need of help that there is less communication. Only the last 20km of our 93km journey to Chinchilla has mobile coverage. Although people have managed during the past, more should be done now to cover these communication black spots.

Thank you.

Yours faithfully,
Jackie Carlyle

[REDACTED]

Chinchilla

[REDACTED] (Coverage not available on property)
[REDACTED]