

From: John Edye [REDACTED]
To: secretariat@rtirc.gov.au
Sent: Tue 6/12/2011 7:57 AM
Subject: Submission Regional Telecoms Review

We live at [REDACTED] Cedar Brush Creek 2250.

We have a satellite broadband service, but are not able to get a mobile phone service. This area experiences frequent disruptions to the Telstra landline service, and there have been at least two occasions in the last six months when we have had no landline service for four continuous days. Telstra don't seem to be maintaining the line to an appropriate level and when there is a fault it is very difficult to get it attended to quickly.

When the Optus mobile tower was installed at Bucketty we upgraded our mobile phones and swapped our mobile carriers to Optus, in the hope that we would get a mobile service and could dispose of the extremely unreliable Telstra landline. Unfortunately we are not able to get a mobile signal.

As we are relatively remote, have a baby under two and a parent with serious health issues, the lack of a reliable landline, or mobile service, leaves us feeling very vulnerable.

Yours Sincerely

John Edye