

**From:** Christopher Levy [REDACTED]  
**To:** secretariat@rtirc.gov.au  
**Sent:** Wed 7/12/2011 11:12 AM  
**Subject:** Submission Regional Telecoms Review

We are residents of Bucketty, a small mountain community in the hinterland of the Central Coast NSW.

We have had communications problems in this area, ever since the analogue mobile service was shut down. We lost our mobile coverage immediately and Telstra ignored our requests for a better service for years. In this part of the world a mobile service is not only a convenience but also a safety tool in the event that bushfire cuts the hardline service.

Internet services were likewise of Third World standard. The Telstra ADSL service is minimal and in desperation I took advantage of the Federal Government's subsidy for Satellite Broadband. However, that service has proved very disappointing and leaves much to be desired. It is slow, expensive and limiting. Music/radio /video streaming, Skype etc (services taken for granted by city consumers) are not possible with Satellite.

Several months ago Optus took pity on us and installed a mobile tower in our area. We had hoped that we could get mobile coverage in the house and also that I could dispense with the satellite service and purchase a wireless service from Optus.

Unfortunately, we cannot take advantage of the new services as our house is below the ridge line. We do not receive a signal in the house.

We have suffered second best for years, even though we are only 60 minutes from Sydney. We are taxpayers and productive members of the community. Surely its is not too much to expect a service approaching that of our fellow Australians.

Thank you for this opportunity to inform you of our experiences in this area.

Christopher Levy