

Krystle Sky
North Star
NSW 2408
November 30, 2011

Re: Regional Telecommunications Independent Review

Dear RTIRC Secretariat:

I wish to express my concern as to the current telecommunication options and services available in the township of North Star. North Star is located near the NSW/QLD border, and is approximately 110 kilometers from Moree. Given our regional locality, we experience significant difficulties with various telecommunication services.

Mobile phone service in our area, can be nonexistent at times, and at best can be described as patchy. The closest mobile tower is in the village of Yallaroi and is approximately 30 kilometers from North Star. I find this of some concern as I have young children, and know that if there were some kind of emergency, it is unlikely my mobile phone would work. When you combine this with the state of our **Landline phonenumber**, which Telstra is satisfied with, despite it being looped along our back fence you can see my concerns. Our landline also does not work at a useable level after rain. It is a regular event for me to receive a text message from Telstra advising that I have missed a call to my mobile phone, although the phone often does not ring at all, because there is not enough reception. Likewise, I receive text messages in the hours, or days after they were originally sent.

Satellite broadband is also extremely unreliable, expensive and slow. On days with heavy cloud cover it is reminiscent of using dial-up internet. Those in rural locations are forced into paying higher prices, given the lack of alternative forms of access and it seems unlikely that our community will gain any benefit from the **National Broadband Scheme**. But while ever the NBN is under discussion, it is difficult to see money being spent to upgrade our current access to ADSL.

We also seem to fall into a black hole in regards **Digital television and radio** signal. In our household we cannot access ABC or 7 most days. We also cannot pick up radio signal. Whilst this does not hugely impact on my lifestyle, it contributes to a bigger picture of inadequate access. This region contributes a great deal to the national economy, and yet we continue to receive adequate telecommunications options.

Sincerely,

Krystle Sky