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GOULBURN NSW 2580

10 December 2011

Secretariat

2011–12 Regional Telecommunications Independent Review Committee
Department of Broadband, Communications and the Digital Economy
GPO Box 2154
CANBERRA ACT 2601

To the Committee,

A picture is surely worth a thousand words. So I've included a couple to highlight the costs, sheer frustration and total waste of time I believe most rural and remote subscribers have experienced with the analogue/digital mobile networks in the last decade and a half.

We've lost count of the mobile phones, batteries, chargers, in vehicle kits, aerials etc we've had. So you would think after all this, we would have a reasonable service....wrong....and we're only about 12 kms west of Goulburn !!! We think we're lucky compared to our neighbours. Their only chance of a mobile signal would be to climb a telegraph pole like in Green Acres. We have actually received a few mobile phone calls and text messages but can't send any as we mightn't receive the reply.



ADSL broadband isn't available where we live, so our dial-up connection was replaced with the ISDN Home Broadband to get better download speeds. In 2008 we were advised the ISDN connection was being phased out for residential customers. We then opted for a wireless broadband connection. After 20 hours of phone calls (thank goodness our landline works) and numerous devices sent out to get it to work, we now have a reasonable broadband connection but at a cost.

The submissions already received are a true indication of the problems experienced by rural and remote regionsthese problems need to be addressed as well as used in your report to the Minister for Broadband, Communications and the Digital Economy. Good luck.

Yours sincerely,
Judy White