



**RUGBY and DISTRICT PROGRESS ASSOCIATION**

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2021 Regional Telecommunications Review Secretariat  
Department of Infrastructure, Transport, Regional Development and Communications  
GPO Box 594  
CANBERRA ACT 2601

**Mobile and Internet Coverage for Rugby NSW 2583**

Dear Sir/Madam

I write on behalf of the Rugby and District Progress Association which encompasses the village of Rugby and surrounding districts within the Hilltops Local Government Area. This has been an ongoing issue for many years and numerous requests have been submitted from residents asking for mobile phone and internet coverage which is still unavailable to residents and travellers in this area.

These requests have been for a mobile tower (NOT microcell) to be provided on an elevated point in Rugby as a matter of urgency. Requests have also been forwarded for Wi-Fi for the telephone box located in Rugby. These requests to date have been ignored.

This is a very serious issue. The result of ignoring communication black spots in Australia has resulted in death, or near death, on many occasions. Not only is it impossible for residents to ring 000 during an emergency situation, or anyone else for that matter, but it is also impossible for them to conduct any business online which under the current circumstances (ie. global pandemic) is the only way people can purchase food, goods and services or contact utility services such as Telstra!

We have residents who suffer from heart disease, diabetes, hypertension, sleep apnoea and mental illness who have needed to call an ambulance but have had NO PHONE OR INTERNET RECEPTION! There have also been a number of deaths in this area where accidents have occurred but due to no mobile coverage, the recipients have been unable to call for help and have died in a remote area, with no way of calling for help.

No-one living in any Australian city is disadvantaged to this degree, rural Australia is entitled to the same services which are provided to city residents. Is this not discriminatory in that basic emergency services are not available for rural residents in the same capacity that they are for city residents?

Lack of communications has on many occasions proven to cause serious injury or death due to the inability to request assistance in a timely manner. We are forced to accept that all injuries, accidents and illnesses in this area are likely to result in death or lifelong illness or injury due to the inability to obtain medical assistance in a timely manner. This is NOT ACCEPTABLE. This is not even a consideration in cities, why should it be the norm in rural Australian "blackspots"?

We have been patient for over 20 years awaiting action from the authorities in regard to this issue. It is now imperative that something be done to address this extremely dangerous and life-threatening situation.

Can you please provide a mobile tower (NOT microcell) on an elevated point in Rugby and Wi-Fi for the telephone box located in Rugby.

Thanking you & kind regards,

Heidi Jackel  
Secretary – Rugby & District Progress Association