

TO WHOM IT MAY CONCERN,

I am writing to you in hope that significant improvements and that a level playing field for all may be achieved.

I live in the small township/village of Enfield VIC, in the immediate town there are around 10 or so houses a tennis court and a hotel with a population of 16 people with a further 500 plus in the surrounding area. It should also be noted that the Enfield State Park occupies over 60% of the area. ([RegionalBushfirePlanningAssessment-GrampiansRegionPart1.pdf](#) -

24-002 Deereel Cluster of rural-residential lots adjoining bushfire hazard areas associated with Enfield State Park, Deereel Lagoon environs and plantations. Lots located in the southern portion include remnant vegetation patches.

24-003 Enfield Residential lots to the south of Enfield are in the bushfire hazard area associated with the surrounding Enfield State Park. Existing vegetation includes areas of high and very high conservation significance.-

24-010 Enfield Colac-Ballararat Road provides sole access for residential dwellings in bushfire hazard area.

24-011 Deereel Rural-residential lots rely on single road for access and egress from a bushfire hazard area.

24-012 Enfield Cluster of rural-residential lots with direct interfaces to bushfire hazard area associated with Enfield State Park, remnant vegetation patches and plantations)

The whole of the Enfield area is designated a bushfire prone area.

Communications in the area are poor and I have no mobile service or access to the NBN network. The regular landline service works well for about 85% of the time but is unreliable if we experience wet weather. It should be noted that getting the service provider (Telstra) to resolve issue is:

1. Very time consuming each issue can take 3 to 4 hours, this can continue for a number of day's (the problem is made worse by dealing with non local people.(overseas call centres)
2. The same problems seem to occur time after time it appears that band aid fixes are put in place which fail again and again.
3. Internet speeds on ADSL are not very good at times and if this service fails it can also take significant time for the suppliers to fix. (It should be noted that we need both the NBN and Landline telephone lines this is due to NBN towers only having limited power (generators) in times of Bushfire as one of the first things to be shutdown is power network.
4. Since the introduction of digital Television the weather has huge impacts on TV signal resulting in loss of channels.

I would like to point out that it seems those that live in Rural area are discriminated when it comes to accessing and using a range of communication products/services. I read and see ads for the latest version five of telephone technology out there and wonder when we may get version one.

The area we live in is extreme fire risk with one road providing an escape route, we rely on communications from Emergency Services, State and Local Government and amongst ourselves especially families when emergencies occur. (it should also be noted that a lot of us are on the front line combating bush fires etc with loved one's still at home) It appears that the issues could be fixed with more infrastructure as the current towers can only hold so much. A aircraft radio beacon was located in Incoll's Road Enfield until recently all the infrastructure was in place would have been so simple to put a tower on the site which may have resolved a lot of problems?

We don't need all the bells and whistles just a basic reliable service

Yours truly,
Danny May