

SUBMISSION

Regional Telecommunications Review 2021

When I moved to my present home I made sure to have at least one phone directly linked to the telephone network. When the power went off that phone still worked.

I also had a mobile but that worked very rarely and only if you stood outside on the edge of the deck. I sent that phone to the phone knacker as it became useless when 3g upped to 4g.

Now, 15 years later I have NBN – I was not given a choice about that, and a 92 year old mother living with me, yes that was my happy choice.

The NBN connection means that when the power goes off I do not have a way to call for help if something happens to my mum. I have to get her into a car and drive her to the hospital.

When her carers come to help her with nursing and personal care they often have difficulty and sometimes cannot log onto their roster through their mobile phones.

There are two issues here.

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| 1 NBN | The inability of the NBN network to stay connected through a power blackout...why is that? It is supposedly a better system – not for me. |
| 2 Mobile Coverage | The lack of coverage/low, sporadic availability of a mobile network in the [REDACTED] area. |