

Regional Telecommunications Review,  
[secretariat@rtirc.gov.au](mailto:secretariat@rtirc.gov.au)

15<sup>th</sup> September, 2021

Dear Sir/ Madam,

Thank you for giving the public the chance to have its say into the Regional Telecommunications Review.

We live on an isolated Sheep and cattle property 110km south of Mitchell in western Queensland. We therefore have no mobile coverage and rely on satellite for our NBN internet and for television. Both work well.

Our telephone is by HCRCS. We have only been upgraded from a party telephone line since about 1987. We have been ever thankful and count our blessings for the invention of the HRCS system. The importance of the Universal Service Obligation at the time that meant it is solar powered cannot be under estimated. The HCRCS works really well with clear voice to voice transmission. It is solar powered which works well. The whole system hardly ever breaks down.

To hear people say the system is getting old is frightening. It works really well, and nearly ALL the time. Our greatest fear is being forced onto NBN phone via satellite which requires 240v power and does not have the voice quality we at present appreciate.

It was with dismay that we learnt that the Telstra phone TS1000 is not being manufactured anymore. This phone has been essential in ensuring those of us in rural areas without mobile coverage have a phone that works 24 hours a day, 7 days a week. It plugs straight into our telephone line.

It is essential that this review ensures that rural Australia continues to have access to the HCRCS phone with solar power, and a replacement phone equal to the TS1000 that works without the need for 240v power.

In cases of floods, fires, and blackouts following storms, it should be a basic right that isolated families continue to have these in place. Any changes would be a backward, detrimental, dangerous step. It is much more important than promising mobile coverage when we know isolated areas like this restrict access, unless an antennae can be added to the HCRCS towers.

Thank you,

Sincerely,  
Christine and Walter McLean.