

The Hon Luke Hartsuyker  
2021 Regional Telecommunications Review Chair  
Department of Infrastructure, Transport, Regional Development and Communications  
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## Submission to the Regional Telecommunications Review

Dear Panel,

Please find a formal submission to the 2021 Regional Telecommunications Review.

We thank you for the opportunity to outline the connectivity issues in the Goondiwindi Region and to suggest solutions for the Review's consideration.

We have minimal service at our property: Spring Creek Station. The land line has been degrading significantly over time. Despite constant calls to Telstra to fix issues, we have eventually abandoned the land line. We invested around \$2,000 to install a device which boosts the signal in our house. Unfortunately, when the device is set to 4G, we cannot receive calls. This means we have to set the device to 3G which gives less than optimal data speeds. It has no capacity for 5G.

This is our solution for around the house. However, out on the property there is only coverage available on the hills. This puts us at risk in the case of an emergency – either contacting emergency services in the field or contacting the house for support.

When I drive to our nearest rural centre (60ks) there is only mobile coverage for half of the time. There is limited coverage along all the major routes to our house: Cunningham Highway, Stanthorpe Inglewood Road. There is no coverage on our road: Spring Creek Road, Inverary Road and Cement Mills Road.

We would like to be able to use our mobile phones to similar capacity to those who live in urban and rural centres. Phones are critical for all aspects of life in 2021: business, personal and social.

Sincerely

*M. E. Tesch*

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I give permission for this submission to be made public.