

## REGIONAL TELECOMMUNICATIONS REVIEW

Dear committee members,

Thank you for this opportunity to express my views and experiences about telecommunications services in our rural area of New South Wales. We live in the Riverina-50 kms south of Wagga Wagga and we certainly don't consider our area remote. More remote areas have better service than us.

Mobile service at the house and around the property is patchy and not reliable-sometimes we receive messages. This is very concerning if there is an emergency or accident and first responders need to be contacted. We predominately rely on the landline every day.

Examples of missed call to our mobiles:

Business-agronomist, stock and station agent, shearing contractor, sheep classer, mechanics, machinery dealers, seed cleaner and the list goes on.  
Fire brigade-bush fires, house fires, motor vehicle accidents, farm accidents, working bees, meetings.

Veterinary-vital medication for Kelpie sheep dog.

Appointments-medical, legal, financial, personal.

Utilities, i.e., electricity & water.

Family and friends-need to remember to contact us on the landline.

Volunteer committees and sporting clubs-also need to have our landline as the main contact.

Setting up accounts that only accept mobile numbers to enable them to send a code is very tricky, e.g. this morning trying to set up a PayPal account.

It is very frustrating to keep emphasising we don't have reliable mobile service here and the primary contact is our landline. We ask that they delete our mobile numbers from their records.

To get our missed calls and messages we need to drive up the road which we limited doing during Covid19 lockdown.

This is not the first time I have written to and /or completed a survey for a government department, trying to draw attention to the lack of mobile service

in this area. Yerong Creek village does not have good service and a couple of businesses have put in boosters at their own expense with good results.

I met with our federal member at the time, Sussan Ley at the Albury airport about seven years ago to express exactly what I am saying today-not much has changed! That day Sussan Ley was supported by her parliamentary secretary to the minister for communication, Paul Fletcher who is now the communications minister.

I have contacted Michael McCormack's office in the past.

We met with a local newspaper some years back who wrote an article on the mobile service (or lack thereof) in this area.

Writing letters, doing surveys, meeting with politicians and newspapers-what else can we do?

The irony of this situation is that a fire brigade tower sits on a hill not far from here and works well. Perhaps a telecommunication tower would be beneficial on that hill also.

Thank you again for this opportunity to submit our concerns and views,

Your sincerely

Debbie Mott



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