

Good morning,

My partner and I are writing to you regarding the Independent Regional Telecommunications Review. We are mainly concerned with Mobile Blackspots.

We live 1 kilometre from Cedar Creek Falls, a popular destination for tourists and locals in the Whitsundays.

We are not in a remote area, being only 30 minutes drive from Airlie Beach and 20 minutes from Proserpine.

We do not have mobile phone reception and our landline connection is, to quote a Telstra technician "on it's last legs".

The same technician told us that there is no plan by Telstra to replace the landline if and when it fails. What do we do then?

Our internet is provided by satellite as the landline does not accommodate internet connection.

To live so close to a tourist spot and major travel destination and not have basic mobile phone service is unthinkable to most.

We had a situation last year where our landline failed and it took a week to be repaired.

During that week we had no communication with the outside world other than via internet.

Telstra did offer us the loan of a satellite phone while the landline was being repaired, but it was to be delivered on the same day as the repair was to be performed. Not very helpful.

All we are seeking is a mobile tower somewhere in the local vicinity so that all the residents in our area and visitors to our beautiful location can have the same benefits as those around us, a reliable mobile phone connection. There is plenty of high ground around the valley that would be suitable. One site is already serviced by Ergon for power supply.

Please consider our request when making your findings in this review.

Your sincerely

Mandy Helman and Wayne Connal

Additional submission:

Thank you for your response.

We would like to add some further information to our submission if possible.

Last week my partner and I with some friends went sailing in the Whitsunday Islands for a few days.

Imagine our surprise when we had mobile phone service in one of the bays on Whitsunday Island.

This is a long way from the mainland and we were all wondering how this could happen. Especially when we cannot get any coverage at our home.

Wayne and I are happy for our submission together with this added information to be published for all to see.

Kind regards  
Mandy Helman and Wayne Connal