

Royd Blunden

[REDACTED]
Murray Upper
Queensland 4854

Business Name: Tropic Coast Refrigeration & Air Conditioning

Phone

Mobile: [REDACTED]

Home: [REDACTED]

Email: [REDACTED]

Submission to: 2018 Regional Telecommunications Review

Attention: Committee Members

I would like to make the following submission:

I and my partner reside on a rural property at the above address. The house is 1.5 kms from the front gate. I also conduct my small air conditioning and refrigeration business from this address.

We have a fixed landline service which has been in place on the property since approximately 1990.

Due to a non-existent mobile coverage at the site of the residence on the property, I installed a dual external antenna linked to a PC and an 'in-house' repeater system (Telstra approved) in approximately August 2015. This system was designed by Telco Antennas, a company that carries out a variety of installations, including remote area installations. This enabled me to receive 3G phone reception within the house only and access to the internet via my PC and was installed at my expense.

Initially both the voice and data were adequate. Initially, internet download speeds, using a speed test were 10 mb p s. (Upload speeds are virtually non-existent.) This was only achieved early in the morning. Throughout the day, speeds would drop to 4 to 5 mb p s and drop outs occurred occasionally. More recently (in the last 12 months) speed tests have diminished somewhat and 3G phone reception, via the separate antenna and repeater have also reduced. Peak time congestion is a major issue for both voice and data. An example is that photos sent or received by text messaging are either extremely slow or don't happen at all. Accessing internet wirelessly using mobile phone devices is extremely problematic.

The integrity of the antenna and cabling system has been tested and confirmed as 'optimal'.

Due to the unreliability of the mobile reception combined with the fact that reception is only available within the residence, having the landline is

crucial for communication in case of an emergency. (We are located 40 minutes from Tully, our closest town/emergency services). Concerns arise when the landline is out of service and this happens on a regular basis. Our most recent breakdown of the landline took approximately a month to be repaired. When mobile service is unreliable and the landline is out of action, we would need to drive to the front gate to get reception, a distance of 1.5 kms.

Internet and Emailing is an integral part of running my business and for the general operation of our property.

Regards,
Royd Blunden