

ATTACHMENT 3

From: Tumbulgum Community Assn <tumbulgumcommunityassociation@hotmail.com>
Sent: Tuesday, 6 June 2017 10:45 AM
To: ianscott@nbnco.com.au
Subject: Essential Infrastructure in an Rural Emergency

Hi Ian

I was pleased to speak with you, as a representative of NBN Co at the Tumbulgum Post Flood Community Forum on the 27th May.

You would have heard first hand that reliable telecommunications (including power supply) is essential for our villagers, particularly when facing in an emergency flood situation.

Access to accurate and timely information during the preparation, event and recovery phases of a flood is vital for quality decision making. Self-directed community members need to have access to essential information published on the internet.

In our area the Government's preferred model for access is the wireless NBN service. While an option using the copper network may continue to be available it has been problematic in previous flood events.

Smart phones allow internet access but can prove costly given the high data use in emergency situations.

Unfortunately, a prepaid card with an old "Nokia" phone does not allow internet access.

Older phone technology and battery powered radios should remain options for extreme events that include widespread power disruption.

Along the Tweed River floods are a regular not extreme event.

As promised, I have attached a photo of the NBN tower location on the across the river from the village during the flood. This aerial photograph looks towards the junction of the Tweed and the Rous Rivers and was taken on Saturday 1st April 2017. The tower is located in the water from both rivers that has joined to cover the flood plain. Tumbulgum village is on the right. I have also included a cropped photo that makes it easier to see the tower.

The Tumbulgum Community Association expects and will continue to pursue reliable telecommunications infrastructure with the Minister for Communication and The Arts.

Your understanding of our situation and advocacy within NBN Co would be appreciated.

Jenny Kidd
President
Tumbulgum Community Association Inc
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