

I am opposed to VoIP as a replacement for Land Lines (Ours is a Radio Phone).

1. We run a business that requires constant, reliable and accessible communications - both telephone and internet. We have No mobile reception.
2. Safety. We are 1/2 hour Rolleston (1 policeman and maybe a nurse at the clinic?) with 30km of dirt road so slower or impassable when it's wet. 1 1/4 hour to Springsure - one doctor/small hospital/ambulance. 2 hours to Emerald. 3 1/2 hours to Rockhampton for critical care.

Our power supply is frequently interrupted for hours or days at a time depending on the cause. An outage can be one property, a single swer line, whole district or multiple-districts.

A Land Line does not require power at our end to work.

Causes of Power Outages

a) Most frequently thunderstorms- during the wet season we can have a storm most afternoons for weeks - outage from about 1/2 hour to overnight.

b) Less Frequent - Severe storms which blow down power poles or trees over power lines and or take out transformers - outage for days- a few years ago a storm felled several poles in a ploughed black soil paddock - boggy conditions meant 3-4 days without power.

c) Most Years -Bushfires burn down power poles - depending on the number of poles and providing there is not a similar incident elsewhere in the same district and it is safe to enter area - outage 24 - 48 hours.

d) Worst case scenario? In 2010 our road was cut for 7 weeks due to flooding - what if any of the above happened?

Our power is out so often that we have installed a 25KVA generator (Not everyone has this option - and they do break down, run out of fuel, need maintenance, wait for repairs/parts)

Medical Emergencies.

In the past we have dealt with these emergencies and used telephone to contact Doctor/RFDS/Hospital/Ambulance:

- Horse accidents – broken ribs possible lung puncture - ambulance; ruptured spleen- RFDS; broken legs CQHelicopter; broken arms; large haematomas from sideswiping trees.
- Motorbikes – broken arms; burns; gravel rash.
- Cattle accidents – Fractured skull/concussion; haematoma from kicks.
- Mothers/ babies /children: miss-carriage; croup; child drank a bottle of panadol – RFDS; asthmas attacks; pushbike broken bones; puncture wound to back of throat from child falling with handle of fork in mouth; concussions; acute ear infections; acute febrile illnesses; acute migraine; various wounds needing sutures; infections.
- Contractors vehicle sped up to house with occupants screaming for an ambulance for worker with possible anaphylactic shock from a baldy hornet sting – turned out to be hysteria and hyperventilation –almost CQHelicopter /ambulance instead.
- A passing truck driver thought he was having heart attack – we drove him to meet the ambulance - turned out to be a diabetic hypo – equally life threatening.

Police Emergencies

Used phone to call for help or was contacted by police for information.

- Missing person (3 days) from a drilling rig on this property – was delusional and dangerous.
- Drugged up ex-employee threatening violence.
- Missing person – lovers tiff apparently.
- Armed Trespassers.
- Police searching for person of interest.

Other Emergency:

- Used phone to warn people downstream of impending floods.
- Boarding Schools needing urgent contact.
- Relatives needing urgent contact.
- Police needing urgent contact (Can you watch out for a certain vehicle please... Is the water over the road at a creek)
- CASA searching for missing aircraft emitting EPERB signals
- Fire.com asking for Fire crew assistance

In an emergency with no power - no internet – perhaps it's dark during a storm

A) If I have VoIP – If I'm alone - have to leave the patient to run outside to start the generator - hope to God it starts - get back - wait for SkyMuster to re-boot - Will Voip work? Is there too much cloud? Congested? Dropping out? Can they hear me? Can I communicate with latent delay. I can try to call a neighbour on the UHF radio but they mightn't have their generator on.

B) If I have a Land Line – I pick up the phone and make a call...easy.

In an emergency with Power

A) Our SkyMuster Satellite Internet is not reliable 24/7. It doesn't work during storms or heavy cloud. It often just drops out or is not working for periods of time - a few minutes or on and off for hours. It is very slow particularly at peak times like after school on a weekday but sometimes just really slow for no apparent reason.

B) If I have a Land Line – I pick up the phone and make a call...easy.

Quotes from VoIP Companies

I have looked up a few websites of companies that sell VoIP in the USA. Here is a couple of quotes from their sites on power outages:

<http://www.tele-datasolutions.com/voip-phone-systems-power-outage/>

"When the power goes out...your desktop IP phone won't have the power it needs to stay on. Phones on a VoIP system need power. No power, no phone, simple as that."

<http://info.epiknetworks.com/blog/bid/323587/Is-your-VOIP-phone-system-ready-for-a-Power-outage>

"Did you know?" Some On-Premise VOIP providers recommend keeping a landline just in case your alternative backup fails. This is an emergency precaution to allow 911 calls in a disaster. This additional precaution (and cost) may be necessary if you can't depend on your backup power system."

Where I live, we don't need a disaster to have a power outage – it's normal and almost predictable. WE NEED OUR LAND LINES.

Thank you.