

Hi, I am a farmer who resides in a known mobile black spot at Bungowannah NSW. Mobile coverage in this area is totally unreliable and reception varies from 4 bars to SOS in a matter of seconds which is a safety concern. This is despite us recently installing a Telstra approved mobile booster (with external antenna) at a personal cost of \$1,400. We are totally reliant on a Telstra landline to make and receive telephone calls especially in the case of an emergency. With respect to Internet, we cannot obtain an ADSL internet service and recently signed up to a Satellite service (via Skymuster) which costs significantly more than a comparative metropolitan ADSL service. With respect to costs, my wife and I pay individual mobile phone contracts but are unable to use our mobiles unless we travel to nearby Howlong, Jindera or Howlong where there is reliable reception. In this regard, we are already at a cost disadvantage and cannot support the decommissioning of the Telstra landline service until the Government can guarantee a reliable mobile service in our area which is equivalent to that which we currently receive from a landline. To do otherwise would place us personally at risk in the event of an accident or fire. It recently took Telstra 9 months to install a landline to our property. During this period we had two safety incidents where we weren't able to contact the Ambulance due to unreliable/non-existent mobile coverage. The first was when my wife was seriously injured after being gored by a bull and I was left with no option but to convey her to hospital and the second was when a visiting friends child had an Asthma attack and again we were left with no option but to convey the child to hospital. Ironically, the child was hospitalised for three days upon admission. We trust that these matters can be duly considered by the Commissioner when making any recommendations with respect to the decommissioning of the Telstra copper wire network