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13.8.21

To: 2021 Regional Telecommunications Review

To Whom it May Concern

I have 2 main issues

1. I am in a black spot and mobile service is very patchy on most of the property and often not possible and rare down stairs in my house from where I run my Business. This makes mobile use so unreliable that I cannot rely on it for calls messages or internet access. This leads to my second problem
2. I have so far resisted going to NBN for my landline because of the fact that it relies on power to work. At present my home phone is able to work without power. This is important to me as my son – who also lives on the property – is a Type 1 diabetic and we have had to call an ambulance several times in the past for times when he has had severe hypoglycaemic events where he can lose consciousness. Luckily there has been someone else home each time – who has been able to go back to the main house (mine) and call from my landline as we have not had mobile service even in 112. However if it is the case that I am home alone and this happens if I had NBN (and the power was out) I would not be able to a/ call for help at all either on landline or mobile or b/ leave him alone in order to run up the road to possibly get mobile service which is a scary prospect. This would be the same for any event needing me to call emergency services here if I could not leave the person involved however as my son lives here permanently it is my greatest nightmare that this may happen.

I would love a solution for this and for others who are in the same position as I am.

I am also loathe to switch to NBN as I know of quite a few other people in my area who have been left without any landline phone or internet connection at all for months after switching over. I run my business from home and cannot afford to have that happen at all and as I don't get mobile service reliably I would be totally incommunicado without having to run up the road to get service on my mobile.

Yours faithfully

[REDACTED]