

Submitted on 30 September 2025

Submitted by: Anonymous

Submitted values are:

## Step 1: Your submission

### Remain Anonymous

No

### Private Submission

No

### Published name

Jackie French

### Short comment

We have no mobile coverage, and the landline had deteriorated so it is barely functional, and often unintelligible.. We rely on Starlink, but in heavy storms or mist Starlink doesn't work here. My husband and I are elderly and with frequent medical emergencies. I was unable to call 000 or for when I had a heart attack and drove myself to hospital. My work brings employment and export income to Australia but is often impossible due to lack of mobile, landline or satellite coverage. We've had times of no communication at all during bushfires, floods and medical emergencies as well as the need to call the police during violent theft. We are desperate, with years of Telstra sending out technicians who all say the same thing: the 6km of copper wiring is badly degraded. Satellite phones do not work here but they insist on sending out yet another technician who will say the same as every other technician: can't be done. According to experts, if the local mobile tower had been put a few metres away from its current location, far more of this area would have been covered. This is not just negligence, but ineptitude in all areas.

## Step 2: Contact details

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]  
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**Consultation name**

Consultation on Universal Outdoor Mobile Obligation (UOMO) draft legislation