

Mobile Coverage Programme Discussion Paper

Submission Cover Sheet

Submission Information

This cover sheet should be attached to submissions made to the Department of Communications in relation to the Mobile Coverage Programme Discussion Paper.

Contact Details

Name of respondent: Grant Hovey

Name of organisation: Rhynie Improvement Scheme

Phone:

Email:

Website (if applicable):

Date: 23/6/14

Confidentiality and privacy

All submissions and comments, or parts thereof, will be treated as non-confidential information unless specifically requested, and acceptable reasons should accompany each request. Email disclaimers will not be considered sufficient confidentiality requests.

Respondents lodging a submission should be aware that submissions (excluding any information agreed to be treated as confidential information) will be made publicly available, including on the Department of Communications' website. Submissions and comments will be subject to freedom of information provisions. Despite a submission being identified as confidential or sensitive, submissions may be disclosed where authorised or required by law, or for the purpose of parliamentary processes.

Do you want all or parts of the submission to be treated as confidential? **Yes** ☐ **(No)** ☐

If yes, identify below which parts of the submission are to be treated as confidential (and provide a reason):

If the submission contains personal information of any third party individual, indicate on this Submission Cover Sheet if that third party individual has not consented to the publication of his or her personal information:

Submission Instructions

Submissions are to be made by **5:00pm (AEST) Friday 28 February 2014**.

Where possible, submissions should be lodged electronically, preferably in Microsoft Word or other text-based formats via the email address mobilecoverage@communications.gov.au

Alternatively, submissions can be sent to the postal address below (to arrive by the due date):

The Manager
Mobile Coverage Programme
Department of Communications
GPO Box 2154
CANBERRA ACT 2615

All submissions lodged will be acknowledged by the Department of Communications by email (or by letter if no email is provided). Respondents lodging a submission who do not receive acknowledgement of their submission should contact the Department. Submissions which are not acknowledged by the Department as being received may not be considered. Respondents should be aware that emails greater than 10Mb may not be successfully delivered.

The Manager
Mobile Coverage Programme
Department of Communications
GPO Box 2154
Canberra ACT 2615

Mobile Phone Coverage in Rhynie and Riverton in South Aust. 5412

Dear Sir,

In the 13 years I have been resident in Rhynie (approx 90 kms from Adelaide), I, and most of the other residents, have been bitterly complaining to Suppliers, Carriers, Councils and State and Federal Politicians, about the lack of mobile phone coverage in our two towns. The experts claim that theoretically, we should have full coverage. In reality, if you are with Telstra, it is at best hit and miss. If you are with any other carrier, it is mainly miss. We are constantly telling visitors to turn their phones off, whilst in town, otherwise it constantly roams and flattens the battery.

Many of our residents frequently travel all over Australia, and get coverage in many out of the way places. Yet return home, only 90 kms from Adelaide, and cannot.

This situation is not only frustrating, and causes additional cost, but can be critical in emergency situations.

- Most Suppliers now offer packages that make the use of landlines uneconomical. In our case we cannot take advantage of these packages, as we need our landlines.
- We are restricted to using Telstra, as most others are worse coverage.
- We cannot give our mobile numbers for contact purposes, as when at home they do not work.
- In the proximity of the town, a landline is the only reliable contact for 000 Emergency calls.
- Most households, these days have an electrical cordless landline set, which of course is rendered inoperative during a power failure.

To sum it up, in this day of modern communications, Rhynie and to a lesser degree Riverton, is still living in the twentieth century.

We understand the solution to our problem is an additional tower, which for a relatively small number of population, is not viable.

We trust that this situation meets the criteria for the funding model, and that we may receive a favorable outcome from it .

Yours Faithfully, Grant Hovey
Chairman, Rhynie Improvement Scheme

