

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: Elgin Ross

Name of organisation:

Phone:

Email:

Website (if applicable):

Date: 27/02/2014

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):

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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.

We are on 4000 acres inland from Gympie. I have little to no mobile phone coverage on my property excluding the use of an external aerial. Only Telstra works out here so i also have limited options when choosing a provider. In addition i have to have a home phone (which can be costly) as opposed to just having a mobile phone, as this is not an option. My partner's job requires her to be on call and she has to be in the house at these times to use the phone.

We recently had a contractor on our property who suffered a massive heart attack. One of us had to leave and go 1km up the hill to get (poor) phone reception to contact emergency services. An ambulance was dispatched but they were not able to offer me any more support as i was not with the body. We then had to make the decision to move him and drove for 45minutes with no phone reception or support so we could meet the ambulance as they would not have made it to where we were. Once at the front gate still no phone reception and again i had to leave the person and my partner to go up the house to use the phone. The man Died. We are 40km north or south of two towns we have very poor reception? We do also have NBN but this is now obsolete as it is as slow as dial up internet!!

I would be concerned with all options in addition to the black spot project as mnos and local government usually only put substations or towers where there is a population of people so again we would be left with poor service?

The bottom line for us it to have mobile phone service especially for emergencies in addition to have the option to have mobile phones instead on home phones and these are options that do not exist for us right now.

Regards

Elgin Ross