

ACMA SUBMISSION SEPTEMBER 2024

COMMUNICATION FAILURES

1. I live Lake Cargelligo, a town in mid NSW.
2. In May 2013, there was a fire in a farm paddock which burnt through the optic fibre cable approximately 10 km out of town. Communication from Lake was severely interrupted from 11.00 p.m. to about 11.00 the next day.
3. About a year ago, we had a severe power outage. This lasted, if my memory serves me correctly, for 6 hours. After about 2 hours into the outage, all mobile communications stopped.

COMMENT

1. This failure of communication is DISASTROUS, AS:
 - a. In both instances, ALL electronic communication ceased
 - b. I.e. we had no mobile phone communication, so we could NOT access emergency services, even IN OUR TOWN, i.e. police, ambulance, doctor, etc.
 - c. I run a business in Lake Cargelligo. I have offices Lawson, in the Blue Mountains and I had an office in Hallam Victoria and Kaitaia New Zealand. We also have smaller office arrangements in Brisbane and Perth. We rely on the internet for communications, business matters and computer data and security, etc. We had NO internet.
2. This failure:
 - a. Could have serious consequences in the case of any emergency, and
 - b. Financially, it is costly as both my staff in Lake and in Lawson are hamstrung as computer operations are severely limited without the internet.

REMEDY

I trust the communications provider can arrange a back up via radio or satellite or whatever means, to prevent this communications blackout.

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