

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Friday, 17 June 2022 3:26:06 PM

Your details

Title	Mr
First name	PHILIP
Last name	FITZGERALD
Email	
Postcode	2478

Submission details

I am making this submission as	A resident in a flood-affected area
Submission type	I am making a personal submission
Consent to make submission public	I give my consent for this submission to be made public

Share your experience or tell your story

Your story	My story is minute in terms of impact in comparison to many, many others. We own small acreage on Houghlahans Creek Rd, Tintenbar where I live for a lot of the time. I have a home office here. The land is an investment, we are not making a living from the land. This area is very poorly served by phone and internet services. I can rarely get a 3G or 4G signal and
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there is no 5G. NBN is Sky Muster which becomes dysfunctional in inclement and stormy weather. Houghlahans Creek Rd has three causeways which become flooded and impassable once the creek rises. For several days at a time during the floods earlier this year the road was closed and I was totally isolated with no communication to the outside at all - no phone and no internet. Now, I was not in danger and did not need to make contact with anyone other than to assure people who knew I was there that all was well. If there was an incident and I needed to make contact, it would have been a different story. We urgently need a greatly improved telecommunications service across this area, and, in particular along Houghlahans Creek Rd. During the worst of the flooding the road was closed for nine or ten days - I fortunately had left as the creek was rising and so was not captive for that length of time.

Terms of Reference (optional)

The Inquiry welcomes submissions that address the particular matters identified in its [Terms of Reference](#)

1.1 Causes and contributing factors

Poor telecommunications net work. No land lines. Just 3G/4G - poor to no service. Satellite internet, SkyMuster - poor to no service during peak rain/storm times.

1.6 Any other matters

With 5G now becoming more widely available I would like to see a 5G tower installed that gives a good reliable service to residents along the valley of Houghlahans Creek. Necessary for anyone trying to run a business in this area and critical in an emergency.

Supporting documents or images
