Telecommunications submission from L Oates 14 July 2015

Q1. Do people in regional Australia believe their reliance on telecommunications differs from those in urban areas? How does it differ and can you provide examples?

Yes it differs as we are more reliant on good telecommunications due to the tyranny of distance, communication during the event of natural disasters (ie.fires) etc. Essential for any business for communication, correspondence , online sales, booking etc.

Q2. For those users already connected to an nbn network service, has the service met your expectations?

Absolutely not, the quote from the nbn website states the following;

At your location the very fast (512bkps) commercial service is available (3G wireless).

"A 'commercial broadband service' is a service that can offer peak data speeds of at least 512/128 kbps"

Is NBN serious ?

Q3. Having regard to the technical solution likely to be used in your area, do you have views on the adequacy of that solution in terms of meeting needs now and into the future?

Totally inadequate, all wireless services should be upgrade to 4G or higher with more gbyte download available for the price. Should be similar to download volumes that are available in the urban areas.

Q4. Irrespective of the adequacy of your local access, are there issues with backhaul or long distance carriage that impacts on your use of telecommunications services?

Yes, the backhaul is totally inadequate which is restricting the services that can be offered. As more people use the internet the requirement will continue to grow, sufficient capacity should be installed for growth.

Q5. For users living in areas without mobile coverage, what priorities, other than specific locations, do you consider should be recognised in future efforts to improve coverage?

Expanded wireless coverage should be considered over time to increase the availability to more remote areas. For example when infrastructure such as new railway lines are installed the cable and base stations can be included in the design of the new infrastructure to reduce the installation costs.

Using existing tower, eg. wind turbines, fire towers and electrical pylons to house wireless base stations reducing the cost of constructing towers.

Q6. What opportunities do the mobile network industry see for extending coverage in regional Australia and increasing investment in mobile networks?

Increased demand.

Q7. Do you have any views on co-investment approaches that might help to improve the broadband technology outcome in your area?

Network should be owned by the government and all profits should be reinvested to improve services, not given back to the government for reallocation of the funds as was the case when the government owned Telstra. It is why we have the services we have today.

Q8. How might new applications and services that utilise mobile networks for voice and data transform the way you live and work?

It touches every part of life today, productivity, social, political, health, tax returns…….

Q9. What communications barriers have you experienced in expanding or operating your business or providing services, such as health or education? Have you been able to overcome these barriers and if so, how?

Have had to drive to locations that have better services to complete internet functions and often give up on performing certain tasks on the internet due to lack of adequate communication services.

Q10. What communication functions (e.g. speed, mobility, reliability, data, etc) would best suit your needs, noting the limitations of each technology (e.g. mobile, wireless, satellite, fibre)?

4G with a guaranteed minimum bandwidth would be adequate, not the 0.09 mbps that we too often get currently.

Q11. Do we need to continue to guarantee the standard telephone service for all (or only some) consumers, and if so, to what extent?

A large number of the community now use mobiles as land lines are no longer required, is too expensive and not flexible.

Q12. Are there new or other services, the availability of which should be underpinned by consumer safeguards?

Guaranteed bandwidth.

Q13. What standards should apply to your services? How might they best be enforced?

A reliable connection is a minimum and consistent bandwidth of 10mbps with at least 40gb download limit. Enforced through financial penalties for continued poor and unreliable services.