Response to: Better delivery for universal services

Questions

 What do you consider are the key outcomes that a modern universal service framework should

deliver?

* Availability across the entire spectrum of users, where, each person who could access that service is able to.
* The connection maintenance should be watched vigilantly, keeping the system secure, and making sure that any problems could be fixed in due course.
* Communication with customers who are using the service, letting them know what is going on.

 What safety-net services does a modern universal service framework need to address?

* External damages happening to the service, like property damage, and anything that could be addressed on the outside of the service and;
* Internal structures, such as updates, service down-times, are prepared for times when the service could be utilized best and;
* Informing the customers of when systems might be affected by certain updates.

 To what extent do you consider mobile services are important to complement fixed services

supported under the existing framework?

* The mobile service, is one of the most crucial aspects of modern communication, keeping this protected by informing customers of potential network outages could save face for the business and;
* Being connected to the mobile services, it is important, to think what other services are connected through this avenue. Possibly, the banking system, train system, and others.

 Which existing requirements under the current universal service framework should be retained, or

changed?

* Keep the CSG rights for customers, as a form of protection to Telstra customers.
* Keep working on The Better Connectivity Plan, to get more services out to regional areas.
* Keep Telstra’s requirement to report on faults and damages, plus keep them public.
* It should be changed, that, payphones are changed into non-pay phones, so people without money, could be able to contact in time of need, making it more of an accessible service.

 What role do you consider payphones should play in a modern universal service framework?

* Payphones, should be kept. They can provide a service that in towns of less connectivity, or people who prefer that line of communication, can use the service. Using this service, hopefully on a free basis, could open up the security of areas that might be hindered by a pay service.

 How should affordability be considered?

* People who confer with Telstra, about their predicament, should be able to access a service that might be tailored to them. Within the current, cost-of-living crisis, companies without much competition should be required to offer scaled price levels. At least, the company and customer can be able to discuss their potential workings out of a price to be paid each month. As the population ages, the older people, will still need access to these services, and without proper knowledge of technology, they should be subsidized. And, with people who are in dire situations, but still need connectivity since Telstra is the only provider, a compromise should be able to be met.

 How can a modern universal service framework deliver better outcomes and meet digital inclusion

needs of First Nations Australians?

* The proposal for getting more communities connected is a good one, however, the communities such as First Nations Australians might not be able to afford the connection rates. Wherein this the case, there should be a levy or form of bartering going on, where the community or family, could engage with the CSP and let them know of the situation, how much they can pay, and what would really be the best form of connection for them.