



Friday March 01, 2024.

**Re: Better Delivery of Universal Services**

TASICT and Industry is a not-for-profit member-based organisation and the peak body for ICT businesses in Tasmania.

We welcome the opportunity to respond to the Departments Discussion Paper on Better Delivery of Universal Services.

Many parts of Tasmania are classified as regional or remote, and reliable telephone and broadband services are critical for the health and wellbeing of these communities.

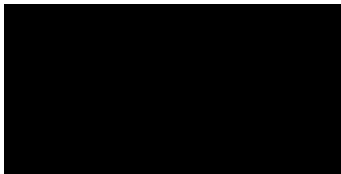
Technology has evolved since the establishment of the USO in 2012 and it is important that Government policy and regulation keep pace with these changes.

Tasmania's regional and remote communities require access the most appropriate and modern technologies available to them. We support changes to the USO that enables the provider to deliver fixed and broadband services using the most appropriate technologies available. Legacy technology such as copper services are limited in their ability to provide modern in demand services such as both voice and broadband. Rather, Fixed Wireless, and LEO Satellite services offer both voice and broadband services, which regional and remote communities rely on to stay connected.

TASICT recommends that changes to regulations provide for simple and effective consumer protections and safeguards and affordable and accessible options so that more members of our community can benefit from technology and connectivity.

I confirm this submission can be made public and for the purposes of this letter of support and initial correspondence, I am the nominated contact at TasICT.

Kind Regards



**Steve Adermann**  
Chief Executive Officer

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**TasICT** - Peak Industry Body for the Information, Communication and Technology Sector

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