

# A. List of Questions

1. What telecommunications services are required in regional Australia to meet current and future needs? Are there any things regional communities and businesses need to do, but can't, on their existing services?

**We need higher speeds for broadband services in the regions. Im not talking about towns in the regions. The rural areas in the regions that people in Canberra don't visit or have knowledge of. I understand not as many voting public in these areas but we still should have same access that the city does. If this type of Governing is the "new normal" that can stop our children from going to school at anytime then please allow us to have speeds higher than 0.2mps**

2. What changes in demand, barriers or challenges need to be addressed when it comes to telecommunications services in regional, rural and remote Australia?

**Better broadband speeds Better plans from Telstra better services from Telstra other than a robotic text app.**

3. How have the Government's policies and programs affected telecommunications service outcomes in regional, rural and remote Australia? How can these be improved?

**I don't know of any govt policies.Or any that have improved our tele services or outcomes. When govt is dealing with a monopoly out here there isn't a lot of choice. All i see are politicians taking photos of themselves in high vis attire next to new netball courts.**

4. How do service reliability issues impact on regional communities and businesses? How do outages, including in natural disasters, impact on communities and businesses?

**It impacts greatly as all banking, bill paying, shopping, clearing sales, stock purchasing etc is all done over the internet. if it is sub standard people go elsewhere. If there is even a threat of a storm we lose power for up to 12 plus hours. So as you can imagine it impacts greatly not just on business but everyday lives.**

5. How might such impacts be addressed to ensure greater reliability? How can the network resilience be addressed in regional areas?

**Possibly stop privatising every company that delivers these services that only operating for profit and share price. But that is easy for govt as they then can blame previous govt for privatising these service companies. So govt can give us the narrative of " if you aren't happy with your service provider, try someone else" Only problem there isn't anybody else to try in the rural areas.**

6. How did the use of digital services change for regional consumers and businesses during the response to the COVID-19 pandemic? What insights for future service delivery does this provide?

**No change. We still tried having meetings schooling bidding over slow internet.It didn't work, just like before Corona. Give us access to a least 20mps download speeds at all times.**

7. What can be done to improve the access and affordability of telecommunications services in regional, rural and remote Indigenous communities?

**Update or install more telecommunication towers that allow more traffic through them. We are forced onto the internet to do everything in 2021, the Internet that runs through telecommunication towers of 2007**

8. How can investment in telecommunications infrastructure work with other programs and policies to encourage economic development in regional Australia?

**Govt must guarantee that telecommunications in the regions are just as good as the cities if you think businesses would move a workforce to these areas. IMO if govt were to think beyond the election cycles and commit to a major infrastructure build like a 6 lane freeway through the blue mountains with a train line that would fit double stack containers and fast reliable commuter service, Sydney would decentralise and western regions would thrive. Lithgow,Bathurst Orange Dubbo and beyond.**

9. What role could innovation, including new models, alternative investors or new ways of doing business, play to encourage investment in regional telecommunications infrastructure? What are the barriers?

**The barriers are what i listed above IMO. Investment in regional telecommunications will not come until there is a reasonable population in these areas. Thats business. Sadly these regional areas are in very big geographical seats but low population and only one seat in parliament which is always a guaranteed seat. Thats politics.**

10. To what extent will new technologies enable significant change to the delivery of telecommunications services in regional Australia over the next 5-10 years? Are there any barriers to accessing these technologies?

**In our case the technology is there. Wireless Broadband is amazing tech. It worked/works very well. It doesnt work very well when more people are using it during office/school hours. No barriers accessing it. The barriers are Telstra not spending money on their towers to enable the higher traffic loads during office/school hours because simply they don't recuperate their costs through the internet plans they provide.**

11. How can Government better support the rapid rollout of and investment in new telecommunications solutions in regional areas?

**What rapid rollout? Define "rapid?" Haven't heard of any rapid rollout. Our member doesnt get these rapid rollout memos out to his voting public obviously. Your communications of these rapid rollout needs more work.**

12. How can different levels of Government, the telecommunications industry and regional communities better co-ordinate their efforts to improve telecommunications in regional Australia?

**Listen to the people in regional Australia. Get out of your NBN wired offices and get out into the regions and see for yourselves how appalling the telecommunication industry is out here.**

13. What changes to Government investment programs are required to ensure they continue to be effective in delivering improved telecommunications?

**Govts are very keen on looking after minorities of people. Try delivering to the minority of people in the regions before the over populated cities that have access to everything they require.**

14. How can regional consumers be better supported to identify, choose and use the best connectivity options for their circumstances, as well as to understand and use their consumer rights?

**In our circumstance we don't have any connectivity options. So consumer rights are very limited to take it or leave it.**

15. To what extent is public information on connectivity options, including predictive coverage data and speeds, sufficient to help regional customers make informed decisions? What other information is needed?

**They are not sufficient. We have no other option. We contact these other advertised connectivity options for our internet and we don't exist on their coverage maps. There is always a disclaimer in their terms of service.**

16. What other matters should the Committee consider in its review and why are they important?

**If Govts are going to forbid children from going to school and think remote learning works over the internet that is provided here in rural areas NSW , then our children's education in the rural areas is suffering. That to me is very important. Im not talking about regional towns. These are rural ares outside of the towns that grow your food. Thats important.3**

## B. Terms of Reference

1. The Regional Telecommunications Independent Review Committee must conduct a review of the adequacy of telecommunications services in regional, rural, and remote parts of Australia.
2. In determining the adequacy of those services, the committee must have regard to whether people in regional, rural and remote parts of Australia have equitable access to telecommunications services that are significant to people in those parts of Australia, and currently available in one or more parts of urban Australia.
3. In conducting the review, the committee must make provision for public consultation and consultation with people in regional, rural and remote parts of Australia.
4. In conducting the review, the committee is to have regard to:
  - a. the impact of the Government's policies and programs for improving connectivity, competition and digital literacy in regional, rural and remote areas, including rollout of the National Broadband Network, the Mobile Black Spot Program, the Regional Connectivity Program and the Regional Tech Hub;
  - b. insights from COVID-19 on consumer access to and usage of broadband and mobile technology in regional, rural and remote areas;
  - c. emerging technologies that could lead to significant changes in how telecommunications services are delivered in regional, rural and remote parts of Australia in the next 5-10 years;
  - d. service reliability and impacts on customers and communities in regional and remote areas;
5. Taking into account Term of Reference 4, the committee is to consider:
  - a. whether changes are warranted to existing Government policies and programs to ensure they continue to be effective, fit for purpose and are maximising the social and economic potential from existing and emerging technological advances;
  - b. policy settings that might be needed to support more rapid rollout of and investment in new telecommunications technologies in regional areas;
  - c. ways in which improvements in digital connectivity could support the Government's broader regional development policies and priorities, such as decentralisation and the development of Northern Australia;
  - d. ways in which State, Territory, and Federal programs to support regional connectivity could be further coordinated.
6. The report may set out recommendations to the Australia Government
7. In formulating a recommendation that the Australian Government should take a particular action, the committee must assess the costs and benefits of that action.
8. The committee must prepare a report of the review by 31 December 2021 and give it to the Minister for Regional Communications.