

Thanks for the email and the chat today. Hopefully together we can make a difference.
Regards Simom Craven

On Thu, 2 Sep 2021 at 10:21 pm, secretariat@rtirc.gov.au
<secretariat@communications.gov.au> wrote:

OFFICIAL

Dear Simon,

Thank you for taking time to take my call today, it was much appreciated.

As discussed, please see below for description of the issues you have identified to be brought forward for consideration by the Review Committee.

NBN issues:

- Technicians employed to test for the suitability of NBN Fixed Wireless services need to make sure sufficient testing is performed in a manner to fully test the viability of delivering that service at a residence. This includes using the proper equipment to its fullest capability and testing suitability on surrounding structures.
- NBN Co should be required to publish its plans for its satellite services, including any proposed use of GEO Satellite systems and LEO Satellite systems.

Telstra issues:

- Ongoing maintenance of the network should not be performed on a 'complaint-based' process. Repair and maintenance should be performed not only in a timely manner, but also effectively address any network issues. For example, a recent problem was provided 'band aid' solutions on more than 15 occasions which did not fully address the fault.
- The delivery of the USO should be prioritised and encompass the mobile network. Additionally, this should take into account, the power supply of the mobile network and the redundancy of the fixed networks. This includes ensuring the fibre network is sufficiently looped, where applicable.

Other issues:

- Due to the low commercial viability of deploying services in regional Australia, proposed telecommunications solutions need to be Government funded and managed.
- Data collected and collated for the Australia Digital Inclusion Index needs to be transparent and functional. This is to provide a realistic picture of digital inclusion across regional, rural and remote Australia.

If this reflects your comments, I will include this as an official submission for the Review.

Thanks again for your input and for the work you are doing in addressing communication issues in your community.

[Redacted]

[Redacted]

Director • RTIRC21 Secretariat

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I would like to acknowledge the traditional custodians of this land on which we meet, work and live.

I recognise and respect their continuing connection to the land, waters and communities.

I pay my respect to Elders past and present and to all Aboriginals and Torres Strait Islanders.