

I have been living just 55 Km from Canberra since 1984. Since that time our landline phone service has deteriorated to a stage where it usually ceases to work with any major rainfall (lucky we haven't had much over the years until this year). I continue to persist with the landline as the mobile coverage is at best spotty having to stand outside to get consistent connection and with bad weather this too deteriorates to text message only.

In relation to internet, satellite became spotty and unreliable under the old system not to mention horrendously expensive. I now get internet via mobile broadband with a high gain antenna some 6 mtrs up which cost me over \$300 to obtain, without that antenna broadband would be impossible and there are no options for a cabled version.

So overall, lucky I don't have kids studying anymore, working from home with covid can be difficult if people insist on videoing in, general email etc, works ok though we need to watch the data downloads as we cannot get unlimited and have restrictions which if we go above are charged at \$10 per GB. Again horrendous charges.

Interestingly yesterday the electricity people came and installed a smart meter in our box – I advised them that the phone connection would not work without an external high gain antenna if they wanted good connectivity. I was proven correct and he had to install a high gain external antenna – this is an example of how moving in to the future with the internet of things etc, and expectations that people can decentralise and work in regional areas via technology is not always going to work.

So in summary, and I understand that I am classed as rural though only 55km from Canberra:

- Landline connections have deteriorated and impacted by water continually
- Internet service options are limited and expensive with capped downloads ie no unlimited options
- Mobile services are spotty and dependent on weather.

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