1. Skymuster is not a practical option due to latency issues, poor speeds, low data limits and high cost/poor value for money to the end-user compared to NBN fibre to the premise and fixed wireless services. Perhaps more focus should be placed on expanding the High Speed Fixed Wireless service to regional areas, which may also be able to accommodate VOIP as an option to complement or be a backup to the mobile phone services through Telstra.

   Modern "smartphones" can access the Internet through Wi-Fi as well as mobile phone cells, and can conduct voice traffic through apps such as Skype, Teams, Whats App, etc. Internet access in households and business premises can access this option to complement the current Telstra dominated mobile phone service.

2. Australian & State Government Community Service Obligation (CSO) to those in the regional and remote areas appears to have been given less significance than it should be. Most telecommunication decisions appear to Metro or Regional Centre Centric;

3. Mobile Towers currently allocated to Telstra, without the ability for other telecommunication service providers to have access to is not practical, particularly as these towers where funded from public revenue. There needs to be an easing of access to the towers by other service providers at affordable rates to encourage competition for telecommunication services in regional areas.

4. Reliability of Connections remains an issue in the regional area i.e.

   i. Often no 'back-up' or alternative options for consumers during outages and downtime.
   ii. Dropouts and outages - both with mobile broadband and satellite services.
   iii. Power outages and no power backup, leaving connections offline for long periods.
   iv. Landline services declining over time or being impacted by weather, lack of available parts for repairs, lack of available technicians.
   v. Delayed repairs of voice and telecommunication services due to remote location of end-user.

5. The issue of the footprint when tower is upgraded from 3G to 4G to 5G reportedly lessens, reducing the number of consumers able to access a specific tower. Will this result in additional towers needing to installed to at least maintain the existing 3G/4G footprint?

6. End user education and creating a digital pathway for businesses to either consolidate IoT, expand options and capatilise on an existing comms network.

7. Growing tourism industry and current Telstra network inhibits large events due to network inadequacies, as well as basic business operations due to black spots or low bandwidth.

8. Measure past programs of digital investment to explore pros and cons. Digital Farm Grants - learn from what has worked, better understand the potential of rural digital networks and what is possible with future investment. Also further explore a co-investment model, e.g. Chapman Valley digital farms project with investment from State Govt, Local Govt, service provider, local businesses and other local organisations.