

From: [Michael Feldbauer](mailto:Michael.Feldbauer@rtirc.gov.au)
To: secretariat@rtirc.gov.au
Subject: RE: 2021 Regional Telecommunications Review [SEC=OFFICIAL]
Date: Sunday, 19 September 2021 3:09:45 PM
Attachments: [image001.png](#)

Thanks for the email and apologies for the delay in responding.

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?

One of the biggest issues that we find with carriers unable to tell us / identify what services they have in a particular area. NBN is good as they have a coverage map, on occasions we have to get services re-classified but ultimately we know what is where.

Telstra / Vocus most often have no idea of what services / capacity they have in remote regions and if we identify they have a services in most cases turnaround / implementation times are upward of 12 months.

Many smaller ACMA Carriers will build services in these locations if we can get access to uplinks from the major carriers.

Unsure of how you can assist with this but this is one of our biggest issues.

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

POLITICS

To get decent services in many locations we need to be politicians, business cases are not enough and in reality Telstra now have no actual people to deal with to understand the requirements.

A liaison into the larger carriers, specifically the wholesale arms would assist in the smaller carriers then being able to build out more specific infrastructure at the regional, rural and remote locations that the larger carriers have no visibility or interest in. As per point 1 we cannot find out what is available easily and unless playing politics seldom can get upgrades.

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

Not that I specifically have seen, again the politics of the situation are the only times we see benefit and that is because there are other agendas in play.

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

Specifically in reference to Telstra they stop business. Since Covid we have been unable to work with Telstra in a number of areas, there are recordings that the department is closed, cant help because of Covid etc.

This has stifled development, accounts and getting services procured.

Other natural disasters decimate the workforce and all other works in the pipeline stop in their tracks.

We currently have services on order, remote NT for just on 12 months.

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

We are building out multi carrier networks, the NBN has assisted with reasonable reliable satellite that we use as backups to Fibre / 4G primary services.

Improved SLA from the tier 1 carriers would assist greatly however there always seems to be some natural disaster clause that prevents timely restoration of services.

Unfortunately whilst the NBN satellite provides some backup services when the clients need low latency services for VoIP, Credit Card and VC the satellite does not cut the mustard.

With the decline in maintenance of the copper network we have to rely on Fibre, 4G and Satellite.

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?

It quickly became the only way to do business, and as per Point 5, NNB satellite whilst helpful did not allow for business services to continue to operate.

Reliance on the Fibre / Cellular services was key.

Cellular contention decimated that network from 9am to 4Pm daily.

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

Based on the feedback from Telstra, offset the cost of the radio / infrastructure links to those locations.

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

Have the NBN Build fibre / radio services to the locations, the rest of us will then deploy to the sites as we have better knowledge and access to the areas which is why we are more successful at deploying services into regional, rural and remote than the larger carriers.

We will use more point to point services, WiFi and other technologies that the larger carriers will not.

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?

As above, investment in better connectivity to the regional, rural and remote sites. Barriers would then be carrier interconnects and ownership of the infrastructure services.

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?

Many of our clients in regional, rural and remote are now 100% reliant on high speed, low latency services in some way or shape. Any business / NFP dealing with the Government require better than satellite technology to be able to transact.

The update of Video Conferencing, Cloud Services and the constant evolution of the cybersecurity landscape require faster, more reliable services with greater bandwidth. This is before we tack on security, CCTV, personal safety etc..

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

Financial incentive / part funding of infrastructure builds / fibre rolls to these locations. As smaller carriers we can then deploy to regional, rural and remote communities.

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

More discussion about how a model where we can all work together will work better. The recent discussions were great but needs to have better liaison into the carriers, specifically wholesale or anyone willing to build into these areas.

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

Unsure of what is happening now.

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?

Facilitate public consultation with results. Again much like this forum but have more of the groups represented.

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?

This has to be related to services, ie many people don't know that Video Conferencing / VoIP is crap on Satellite, yes it does work but not efficiently. A matrix of services should be presented that will then assist in identifying the end user requirements.

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

Carriers extortion on regional, rural and remote links, currently we may in excess of 10 times the rate for bandwidth into regional, rural and remote locations.

Improved turn around times, carriers get away with murder here and there is no way to hold them accountable.

I personally believe that much like the NBN model the Federal Government should build out the backhaul services, by all means use a carrier to do so but then control the rates that can be charged like the RBPS that built the second fibre through the centre of Australia to Darwin. Telstra then had to be much more competitive on backhaul rates. WE cannot get this work done currently as the Politics and associated costs prevent any investments to regional, rural and remote locations.

Thanks for the Opportunity to be involved, hope the feedback is useful.

Michael Feldbauer

Director Territory Technology Solution

Director Northern Technology Holdings T/A Arafura Connect

From: secretariat@rtirc.gov.au <secretariat@communications.gov.au>
Sent: Wednesday, 25 August 2021 1:32 PM
To: Michael Feldbauer <michael@techsolutions.com.au>
Cc: secretariat@rtirc.gov.au <secretariat@communications.gov.au>
Subject: RE: 2021 Regional Telecommunications Review [SEC=OFFICIAL]

OFFICIAL

Good morning Michael,

You can make a submission online at [2021 Regional Telecommunications Review](#) or you can email us directly at secretariat@rtirc.gov.au .

In terms of template, we just have the attached (page 3-4), which is a template with your contact details and whether you would like the submission to be published, anonymous or confidential.

We have also published the Issues Paper, also attached, which has a list of questions you can respond to.

Please get in touch with any further questions.

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.

OFFICIAL

From: Michael Feldbauer <michael@techsolutions.com.au>
Sent: Wednesday, 25 August 2021 6:44 AM
To: secretariat@rtirc.gov.au <secretariat@communications.gov.au>
Subject: 2021 Regional Telecommunications Review

Morning

As per the NT review that was undertaken yesterday I would like to submit a response, is there a pre-defined template that can be used for the submission.

Thanks

Michael

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