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The answer to question 2 - Any rural and remote property not having telecommunications equipment to access internet or mobile phone coverage needs to have a technical team available to fit aerials or technology so existing customers do have quality technology available to them.

The answer to question 3 - The government policies have affected mobile and internet access to remote and rural Australia and existing customers not knowing that simple equipment such as aerials can be fitted to a high point on a property for quality service. And the expense and cost of the aerials especially if a few are needed to get a signal back to a homestead for example.

secondly, when the government thinks that remote property owners, some are elderly, can fit an aerial to a roof or a windmill and or are accessing telecommunication towers when in fact they are not!

Also improvements can be made by reducing the price of the aerials to rural and remote users because the price of quality mobile telephones is expensive and like as happened in Northampton where a employer died because of the property owner not having mobile phone coverage available for the ambulance emergency.

Answer to question 8 - Investment in telecommunication infrastructure with the use of extra remote aerials on windmills acting as extra towers with farmers and pastoralists and rural and remote users will mean technology such as security cameras and cameras can be used to keep checks on stock water, stock, trespassers, to bushfire watch and acting so much faster.

Answer to question 10 - The government can support the extra roll out by lowering the cost of the remote aerials to make them more accessible and making more funding available.

Answer to question 11 - To provide information to customers and consumers either advertise by brochure at phone stores or computer stores and have that be given to customers when purchasing new phones or computers and or software.

Answer to question 13 - Positive changes to government investment programs required is by sending information via letters to customers and asking them what products do they need to get access to better quality mobile services. EG the aerials

Answer to question 14 - Again education to the regions even if that is a display and a spokesperson with products for sale but not at expos because the display would not just focus on what is required remotely, as two way radios are usually also on display, so the exhibits have to focus on remote technology advantages.

Thank you for your time  
Fiona Taylor