


**From:**   
**To:** [secretariat@rtirc.gov.au](mailto:secretariat@rtirc.gov.au)  
**Subject:** Response to: Regional Telecommunications Review  
**Date:** Thursday, 23 September 2021 4:23:28 PM  
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Good afternoon, firstly I am very pleased a review is taking place. As a user of the networks and living just 90km from the Perth CBD our internet and mobile coverage is way below average, still only 3G. Firstly, no one can understand our conversations as they break up constantly and what reception we once got has actually got worse. There are many areas where we do not get reception, if there was an accident we could not call for assistance, again this is less than 100km from a CBD.

We have complained about having to have satellite internet connection as this is our only option, which works fine but due to current restrictions on data allowance we go 4-5 days with no internet each month. The possibility of working from home is zero. When Covid took hold suddenly unlimited internet access became available, despite having been told there would be no way of having unlimited access like other users. The inequity is unfair and clearly the ability is there but humans deliberately put restrictions in, it needs reviewing.

So much more of our daily now relies on internet usage, television, films, work, communication. We certainly need to improve everyone's access to it and most importantly phone coverage. I have to walk up the road to get certain access on my mobile, emails and sms message can be delayed up to 24 hours. These are first world problems I do recognise, but my main concern is people hearing clearly what I am saying on my mobile due to being on the cusp of guaranteed reception, too many black spots where coverage is not available.

In the outlining areas of the Metropolitan region I am hopeful of improved coverage and additional internet availability, which can improve our working choices and basic clear connection that we can all reply upon.

When speaking to Telstra about an issue the operator said I can hardly hear you and you are breaking up, yes that is the service that you provide me, terrible isn't it. Something the Metropolitan areas may well take for granted, good connection, reliable connection, clear and constantly available the outlining regions just don't get these services.

We look forward to a positive Telecommunications Review and improved services to Regional Areas.

Kind regards

Andre Lake-Gow

Kind Regards,

[REDACTED]

[REDACTED]

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**From:** [secretariat@rtirc.gov.au](mailto:secretariat@rtirc.gov.au) <[secretariat@communications.gov.au](mailto:secretariat@communications.gov.au)>

**Sent:** Thursday, 23 September 2021 10:14 AM

**To:** [secretariat@rtirc.gov.au](mailto:secretariat@rtirc.gov.au) <[secretariat@communications.gov.au](mailto:secretariat@communications.gov.au)>

**Subject:** Media release - The Hon Luke Hartsuyker Chair - Regional Telecommunications Review:  
Submissions close in one week [SEC=OFFICIAL]

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Australian Government

Regional Telecommunications Review

**The Hon Luke Hartsuyker**  
Chair

## **MEDIA RELEASE**

23 September 2021

### **Regional Telecommunications Review: submissions close in one week**

Submissions to the Regional Telecommunications Review close in just one week, with residents in rural, regional, remote communities across Australia encouraged have their say today.

The Review, which is held every three years, assists the Australian Government to understand telecommunications in regional Australia and develop policy and programs in response. The Committee is due to report back to government by the end of the year.

Chair of the Review Committee, the Hon Luke Hartsuyker, said final submissions to the Review are due by Thursday 30 September at 5pm AEST.

“Everyone’s feedback is vital for improving regional telecommunications – now is the time for you to be the catalyst for further improvements.” Mr Hartsuyker said.

“The views of individuals, families, businesses and organisations, including those in vulnerable areas, will provide important insight and help inform the final report card back to government.

“Our focus is on understanding the adequacy of broadband and mobile services for people in regional, rural, and remote areas, how they are currently being used and, crucially, what changes the Committee can recommend to government to ensure any issues raised are addressed.”

Other issues affecting consumers in the Review’s Terms of Reference include the response to COVID-19, ways of improving government coordination, the reliability of local services, and whether current policies to improve connectivity, competition, and digital literacy are effective.

Mr Hartsuyker said feedback on these topics will be vital in setting the Government’s regional telecommunications policy agenda over the coming years and that the Review is an opportunity to make a real difference for people living and working in regional Australia.

“This is your chance to share your views using telecommunications services in your area. Your input does not need to be long – what we are interested in is the issues that are important to people, as your first-hand insights to this Review will inform government action,” he said.

“Previous reviews have led to new rounds of the Mobile Black Spot Program, the Regional Connectivity Program, and other initiatives. This highlights the benefit of lodging a submission.”

Interested parties can still provide a written submission by uploading a response to the consultation page at [www.rtirc.gov.au](http://www.rtirc.gov.au) (preferred), email to [secretariat@rtirc.gov.au](mailto:secretariat@rtirc.gov.au), or via post. The Issues Paper and details on how to make a submission can be found at [www.rtirc.gov.au/](http://www.rtirc.gov.au/).

The Committee is the Hon Luke Hartsuyker (Chair), Ms Sue Middleton, Ms Kristy Sparrow, Professor Hugh Bradlow, and Mr Michael Cosgrave.

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**Note:** Chair of the Committee, the Hon Luke Hartsuyker, is available for interview on the 2021 Regional Telecommunications Review. To arrange please email [media@communications.gov.au](mailto:media@communications.gov.au).

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