

24 September 2021

2021 Regional Telecommunications Review Secretariat  
Department of Infrastructure, Transport, Regional Development and Communications  
GPO Box 594  
CANBERRA ACT 2601

Dear Regional Telecommunications Review Committee,

**Re: Regional Telecommunications Review**

Thank you for providing the opportunity for people living and working in regional, rural and remote areas of Australia to share their views and experiences using telecommunications services in regional areas. We acknowledge and appreciate your commitment to examining the adequacy of telecommunications services in not only our region of the East Kimberley, Western Australia but all remote and regional areas.

The East Kimberley Chamber of Commerce and Industry (EKCCI) is the peak body representing business in the East Kimberley region. We represent a vast majority of businesses in the East Kimberley across a diverse range of Industries. I can confirm that telecommunications in our region is very poor and severely impacts the ability of many businesses to operate on a daily basis and has an on-going impact on the effectiveness and output of our economy across multiple industries.

Based on the fragility of our optic fibre connection, telecommunications issues in the East Kimberley have far preceded COVID. In saying this, our region has been arguably one of the most impacted regional areas as a result of the pandemic which has left us at an even further disadvantaged. It is imperative to our future economic prosperity that telecommunication issues are rectified as soon as possible.

Many of our members businesses are coming out of one of the busiest years on record and have unfortunately not had time to individually complete your survey. As their peak body, we have run an abbreviated version on your survey to ensure the voice of the East Kimberley Business community is heard on this issue.

The following report outlines in detail the issues and impact telecommunications have on our business community, and highlights the impact on business performance, the impact on the health and safety of our residents, and how it undermines our ability to contribute to creating a safer WA via the SafeWA app.

Please contact me if you require any additional information. I hope that the Committee will prioritise this issue and work hard to rectify this for the East Kimberley business community.

Thank you

*Amanda McLean / President*



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