

Dear Committee.

I would have submitted online using Have your Say. But at 08:13 on 30 September, that option is not available despite closing date and time being advertised as 17:00 30 September

My submission relates to the categorisation of places as remote Australia.

I live in Wamboin, NSW. It is 30kms from Parliament House in Canberra. I can walk 20 minutes from my home and see Parliament House. But for some reason NBN categorises me as living in REMOTE Australia, with the only permitted NBN service being satellite.

Our local newspaper is delivered to over 1300 households in our area so we are not a tiny community.

Remote Australia is defined in ATO legislation. NBN Co should be required to define remote areas consistently with the ATO or explicitly define why areas are classed as remote when they do not match the ATO's definition. Which is also used for Centrelink supplements.

https://www.ato.gov.au/Forms/Withholding-declaration---calculating-your-tax-offset/?anchor=Zone_Tax_Offsets

I am one of the lucky few in my rural community who have ADSL internet. There are insufficient ports at the local exchange to make ADSL more widespread. Telstra cannot expand the exchange as the rules are that upon availability of NBN services, other services must be disconnected, including wired home lines.

Satellite plans are inadequate. They require the bulk of data allowances to be used in off peak times. Off peak hours are defined as 01:00 to 07:00. Yes, 1am to 7am. With most data needing to be used in those hours.

Those hours are hardly consumer friendly.

Data shaping allows providers to drop speeds to 256kbps. Dial up speeds. I doubt many digital government services would operate effectively at those speeds.

I dread to imagine what actual remote communities have to experience to get internet services.

Please support universal service offerings which allow all Australians to be digitally connected in a way which those in metropolitan areas would deem acceptable.

Many thanks,

[REDACTED]