



PARKES SHIRE COUNCIL

**Submission to Department of Infrastructure,
Transport, Regional Development and
Communications**

*2021 Regional Telecommunications Review
Submission*



CONTENTS

| | |
|--|----|
| 1. Executive Summary..... | 3 |
| 2. Importance of Technology in Ag and a Green Future..... | 5 |
| 3. Regional Telecommunications Issues and Opportunities..... | 7 |
| Adequacy..... | 8 |
| Opportunity..... | 8 |
| Awareness..... | 14 |
| 4. Conclusion..... | 14 |
| Appendix 1 – Parkes Smart Places Strategy..... | 15 |
| Appendix 2 – Parkes Special Activation Precinct..... | 16 |
| Appendix 3 – Business Case Studies..... | 18 |
| Appendix 4 - Community Survey..... | 24 |





Executive Summary

Parkes Shire Council would like to thank the Australian Federal Government for the opportunity to put a submission into the inquiry into the Regional Telecommunications.

As we are emerging from the current pandemic, we are extremely grateful to the role that technology has played in our daily lives - it has allowed us to continue working, educating our children and enabled us to keep in touch with loved ones, whether they are across the street, the country or around the world.

During this period, we have seen people rethink how they live and work and many people are opting for "tree changes" as the possibility of choosing where we want to live rather than where we need to live for work opens new doors and possibilities. For regional communities this decentralisation of people (not just businesses) can be seen as a boon and we need to be ready to attract new residents. People are looking for "liveable communities" and technology and the access to it plays a significant role in people's decision about what makes a "liveable community".

The tyranny of distance rhetoric is often spoken about as being a disadvantage to people living and working in regional NSW. But technology has the power to address this issue and open up the regional areas of NSW and Australia to people to live, visit, work and invest but for this to be achieved technology and communications systems have to be fast, affordable and reliable.

Without access to technology, major infrastructure projects such as new schools, hospitals, decentralisation of businesses to regional areas and investment in infrastructure will simply not happen and regional areas will continue to be disadvantaged.

Parkes is fortunate in having fibre optic telecommunications infrastructure already in the ground. The rollout of the National Broadband Network (NBN) has strengthened telecommunications and increase the opportunity for virtual communication in Parkes and remote working opportunities - however it is far from perfect.

Parkes Shire covers an area of 5,919sq km and further investment in telecommunications infrastructure both through internet connections and mobile connections is required to ensure that our community continues to be a safe and prosperous place.

Parkes is located in the Central West with a population of about 15,000, it boasts a strong, diverse economy underpinned by the key industries of agriculture and mining, but also has a strong transport and logistics industry, retail and public sector.

Council is planning for the future and has started to develop a Smart Places Strategy. The strategy sets the vision for enabling technology and digital services that will deliver both business and social benefits. This plan should never sit by itself as a static document but it should address the Community Strategic Plan and the work that Council has done through the Integrated Planning and Reporting framework.

From an information, communications and technology (ICT) perspective, ICT's are enablers which will offer diversity, resilience, options and choice for business tenants and residents





From a business perspective, the strategy is not to use technology for the sake of technology – it's about enabling technologies that deliver business and economic benefits through process change and cost efficiency.

Council believes that a Parkes Smart Places Strategy should have four guiding principals

- * Baseline capacity should exceed regional needs (ie create a competitive advantage in terms of telecommunications and plan for the unknown and exciting future of the digital economy)
- * Enable regional NSW to showcase their products to the world
- * Encourage the market to innovate and differentiate
- * Allow for Partnerships where possible (between private sector and government where appropriate)

Parkes is on the verge of something big. We are currently in a large construction and investment boon. The NSW Government has announced Parkes as the States first Special Activation Precinct, Northparkes Mines have recently announced two new expansion projects with a value up to \$300millions and the State Government has approved a \$2 billion new nickel and cobalt mine to the west of Parkes. The Federal Government has invested in the Melbourne to Brisbane Inland Rail with \$300 million worth of construction starting in Parkes, Pacific National has invested \$35 million new intermodal terminal and a new \$24 million manufacturing company is currently under construction.

Parkes township and the service industries within it will need to grow and change to support the growth in the SAP and our other key industries such as mining, transport and logistics and agriculture. Having strong ITC networks will allow Parkes to step up to the challenge.



1. Importance of Technology in Agriculture and in a Green Future

The Central West agricultural region is extremely rich in agricultural product. Our agricultural products are seen as **CLEAN, SAFE AND GREEN**. However, there is currently limited value-adding to agricultural produce in the region. A report by Regional Development Australia (RDA) Central West stated that 64% of agricultural product in the Central West leaves without being value added.

Report after report, such as the **Australian Government Agricultural Competitiveness White Paper** discusses the opportunities for Australian agricultural businesses.

The reports state that, for an industry of the future they need to build infrastructure for the **21st century**.

Farming needs to be smarter; it needs to access premium market needs to build on our strength and we need reduce our risks, such as the impact that drought has on the industry.



The white paper states that "*Australian producers have a premium product to offer. With the right supply chain and product differentiation, a premium product gets a premium price. We may never be the food bowl for all of Asia but we do have the opportunity to be its favourite delicatessen*".

The **Orana and Central West Regional Plan 2036** identifies agriculture as an opportunity it talks about building freight networks and making sure that we have a secure water supply.

Then if we start looking at megatrends around the world, we can see an opportunity for Australian products and innovation. CSIRO's report entitled **Our Future World Global Megatrends**, talks about six main areas of change:

1. More from Less - increasing amounts without limited resources
2. Going, going...gone - protection of our biodiversity and global climate
3. The silk highway - rapid growth
4. Forever young - an ageing population and changing patterns
5. Virtually here - digital technology
6. Great expectations - imperative for innovation.





All of these things mean that we have to look differently at the way we manage our natural assets such as water and how we use technology monitor their us. We need to look at international best practice such as in the **Netherlands** who almost two decades ago, set themselves an ambitious target of "*twice as much food, half the resources*".

Since then they have reduced their dependence on water on key crops by 90%, nearly eliminated the use of chemicals on glasshouse crops, and cut their use of antibiotics by 60%. They are currently the world's second largest food export by value behind the US, which is 270 times bigger in terms of land mass than the Netherlands.

The Dutch example shows what is possible to achieve when all levels of Government, the private sector, good science, technology and the community work together to achieve sustainable long-term solutions to some of the challenges that the world is facing.

Parkes Shire Council recently hosted an online conference entitled Activating the Low Carbon Economy in Regional Australia ..

Over 20 esteemed speakers and more than 150 delegates joined in for the full day forum, which included presentations from The Hon. Matthew Kean NSW Minister for Energy & Environment, Professor Will Steffen of ANU, Professor Veena Sahajwalla of UNSW, NSW Regional Growth Development Corporation, Beyond Zero Emissions, NSW Circular, the University of Sydney, Institute for Sustainable Futures (UTS), CSIRO and more.



19 AUGUST
2021
PARKES, NSW

The purpose of the forum was to build a platform for knowledge sharing and innovation. There were many fantastic ideas shared that could be relevant to not only Parkes and regional New South Wales, but all of regional Australia.

Topics covered included the role and impact of renewable energy in the regions, the nature and benefits of a circular economy and what this means for business and government, the importance of a low carbon economy to regional and rural Australia, and how all of these will combine to embrace new industries and create local employment in Parkes, accelerating our transition to a prosperous low carbon future.

All of the ideas and the transition to low carbon circular economy principals relied on the assumption that we have reliable telecommunications services as data will be need to be collected, monitored, analysed and reported on to ensure that we move in a transparent way towards net zero.





2. Regional Telecommunications Issues and Opportunities

As part of this submission Parkes Shire Council encouraged our residents and businesses to have their say on regional telecommunications, through Council's Your Say Portal.

The short survey was based on the questions set out in the terms and reference and focussed on barriers and challenges, reliability, affordability, and regional connectivity in our local telecommunications.

We received a total of 17 submissions during the consultation period. Following an analysis of the survey results,

- 82.4% of respondents said they are currently having internet issues, and
- 76% are having mobile phone issues
- 56% use their internet and mobile for personal use and
- 44% for business.

The trends in the data show, that generally the internet connection is slow and unreliable in our local region and many people who are working from home or home schooling are experiencing internet disruptions.

The responses shows that the main perceived barriers to improve telecommunications in our region include:

- cost
- lack of providers offering innovative services and
- products suitable to regional communities.

Another key area of concern expressed by over 40% of respondents was black spots in regional areas, including on main roads and country roads within the Parkes Shire, posing a safety risk.

Of those surveyed, 47% see their future mobile and internet usage increasing, hence there is a strong need for improved telecommunications our local region.

The survey results also demonstrated innovation where local telecommunications providers such as [BitWave](#) have stepped into the market to provide an alternative service to the traditional providers and have solved connectivity problems to local business.

The full survey reports and maps of issues can be found in appendix 4



Opportunity

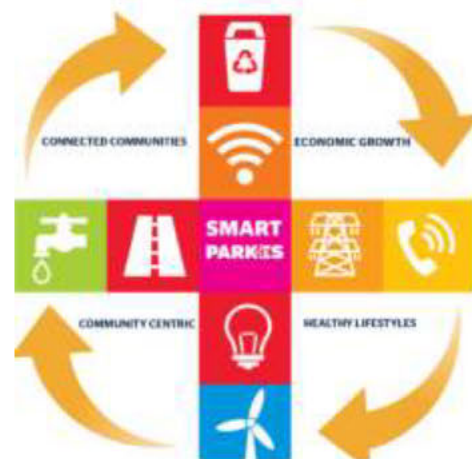
Regional Development

Parkes Shire Council has developed the Community Strategic Plan which defines the vision for the region;

“In 2030, Parkes Shire will be a progressive and smart regional community embracing a national logistics hub with vibrant healthy communities”

Our Community Strategic Plan includes eight key future directions in achieving the vision for the region by 2030, being:

- Develop lifelong learning opportunities
- Improve health and wellbeing
- Promote, support and grow our communities
- Grow and diversify the economic base
- Develop Parkes as a National Logistics Hub
- Enhance recreation and culture
- Care for the environment in a changing climate
- Maintain and improve the Shire assets and infrastructure



The Parkes Shire vision (2030) and achievement of each future direction require timely access to appropriate technology and telecommunications services that are affordable, supported and upgradable to meet future demand. There must be absolute equity on price, performance and resilience of technology and telecommunications for regions when compared to east coast cities.

Future residents and employers (companies) that locate to the Parkes region will expect that there is a clear roadmap for delivery of the technology and telecommunications services they need to ensure that they can grow and thrive in Parkes.

Council has developed their *Smart Places Strategy* and is actively engaging government and commercial sector organisations to deliver local (edge) technology services that are linked to city based cloud and as a *Service providers*.

Our edge services are targeted to enable the current and future technology and telecommunication needs of key industries that include; logistics, manufacturing, agriculture and regional small business.



Regional Development

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

It is clear that the Australian “Cloud” is primarily located in Sydney and the major technology and telecommunications service providers have their headquarters in Sydney to enable ready access to multiple international carriers (price competition and resilience) and the fastest path to international business partners. The diagram below shows the number of undersea cables and data centres located in each major city in Australia¹, and highlights the current dependence of digital services on Sydney.

We note that this model suits many *Software as a Service (SaaS)* providers and other business software solutions that manage corporate business transactions. This model **not acceptable** for **all** future services required by regional industry, as this model will not;

- Support particular technologies in the regions due to latency and resilience issues,
- Enable local device integration, AI, device and application management, and analytics,
- Provide service resilience for industry located in the regions.



Investment in telecommunications infrastructure should **enable opportunities to create specific regional technology hubs** (edge services) that are specifically targeted to the requirements of local industry and enable innovation and research **in the region**.

Telecommunications services from these regional hubs should be cost effective (comparable to city pricing), have adequate capacity, and offer resilience / diverse paths. These telecommunications services will facilitate integration with cloud service providers, provide reliable access to cloud based data services (storage, analytics, backup / recovery), and enable data sharing with partners, industry bodies and researchers.

Parkes Shire Council has worked with NSW State Government on the establishment of the Parkes Special Activation Precinct. This Precinct covers 4,800 hectares of land which is ear-marked for a range of uses including freight and logistics, processing of food such as plant-based proteins, warehousing, plastic and e-waste recycling and cold chain storage. The Precinct will focus on sustainability based on circular economy principles and will be Australia’s first United Nations Industrial Development Organisation (UNIDO) Eco

¹ <https://www.infrapedia.com/app>, accessed Sept 2021





Industrial Zone. Additional information about the Parkes Special Activation Precinct (SAP) is provided in Appendix 2.

Information and communications technology are critical enablers of the Parkes SAP and the achievement of UNIDO Eco Industrial certification. Critical technology and telecommunications components include;

- Access to high speed terrestrial telecommunications services to support ICT systems, automation, security and monitoring,
- Connectivity for IoT based services for metering, monitoring and automation,
- Access to secure and resilient edge computing capabilities.

In 2020, Council invested in pit and pipe infrastructure within the SAP to provide easy access for carriers to current and future tenants along Brologhan Road. This investment was designed to reduce the cost to carriers and tenants for the *last mile* for high speed connectivity and work towards achieving price and performance equality for business grade telecommunications services for regional business customers.

NSW Government initiated their Gig-State project, with one key objective being; ***“Remove the digital divide by delivering and enabling metropolitan grade services to regional areas – parity or better speed, capability and price”***. Any investment in regional telecommunications services should focus on the achievement of this objective.

One of the manufacturing tenants within the SAP originally considered the available wireless connectivity for their primary telecommunications services. The **performance and reliability** of the available **wireless** services did **not match the business requirements** for business grade telecommunications services, resulting in the implementation of fibre based services to the tenant with connectivity back to Sydney.

Council has considered the opportunities that are enabled by metropolitan grade business telecommunications services in the regions. Key opportunities for Council (or any regional local government agency) include;

- Better management of remote sites within Parkes and our smaller communities
- Council to take advantage of cloud services including SaaS (software as a service)
- Increased communications options for staff internally and externally - telecommuting
- Flexibility of management of consultants via video conferencing facilities (reducing travel costs)
- Wi Fi data may be used for better event management and marketing as well as in emergency situations
- Twin digital city development which would help in developing level of service real time feedback on service i.e. demand also help with asset condition and investment.
- Flexibility for residents / users i.e. once smart meters Council could offer off peak tariffs.
- Also work with industry for the most beneficial times for them to use water
- 3D modelling for developers
- CCTV network
- Management of remote tips and illegal dumping
- Vibrant communities proactive asset management and maintenance
- Camera network to be able to look at remote jobs
- Better GPS tracking for safety and efficiency





Council has recently completed several case studies relating to the use of telecommunications services to enable business outcomes, and the issues / limitations that have been encountered. The key points identified through these case studies are;

- Our businesses have only just been exposed to NBN having dealt with horrendous ADSL connections for years, therefore we would need education around the possibilities that greater connectivity will provide.
- There is a need for our retail business to step into a new digital economy, this may be the catalyst for them to make a change
- Block Chain technology allowing traceability opening new markets for regional businesses and especially for agriculture value adding
- industries Support for self service industries stepping into an automated world
- Diverse connection paths will mean that we can offer redundancy and greater uptime for businesses push and pull from customers
- Businesses can take advantage of SaaS therefore spend more time working on their business rather than in their business reducing software costs and enabling them to stay contemporary
- Better connectivity will allow a collection of data to understand their customer and target solutions and products to them
- Identify the customer patterns through data analytics.

It is evident that business based in our region is seeking to innovate and grow through the effective use of new technology connected via high performance and cost effective telecommunications services. This will require creating technology capability and skills in the region through active collaboration between industry, government, technology and telecommunications organisations. Additional case study information is provided in Appendix 3





Emerging Technologies

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

Opportunities exist in the Parkes region for business innovation in key industries including freight and logistics, agriculture, processing of food, water management, warehousing, recycling and waste to energy. These industries require both information technology and operations technology supported by resilient telecommunications services. Opportunities exist for investment in telecommunications infrastructure (and edge technology) that will enable improvements and growth in these key industries, if the focus of the investments is to enable technology and services in the region with resilient connectivity back the east coast.

Industry in regional areas are able to utilise IoT based sensors for metering and monitoring for research, automation and to provide input to analytics. Gartner note that edge computing is an integral part of an IoT solution². Their research findings include;

- *“Most vendors in the IoT market have recognized that edge computing is an integral part of an IoT solution. Not all data needs to be sent to the cloud or core data center — that would be cost-prohibitive, be bandwidth-intensive, have performance implications or would not be practical, as in the case of remote locations.*
- *Although most edge computing projects focus on data aggregation, normalization and basic processing, and mainly address one or two use cases, the edge computing infrastructure must be scalable and accommodate additional, complex use cases over a period of time.”*

Connectivity required for edge services are critical considerations for any investment in regional telecommunications services. Regions do not want to simply connect to a service hosted in Sydney where all the jobs and economic growth opportunities are also in Sydney. It is acknowledged that there are certain commodity services based in Sydney (or Melbourne) that are only enablers for regional prosperity and economic growth opportunities.

The main barrier to telecommunications investment in the regions is that the current telecommunications service model is Sydney / Melbourne centric and is not designed to enable economic growth in industry innovation in the region. The current models focus on leveraging the current investments in infrastructure and skills in the capital cities and are designed facilitate **provision of centralised services from the cities to the region**. It is acknowledged that the regions do not have the high population densities of the cities, making it more difficult to deliver the expected ROI from a mobile tower or fibre investment by a carrier.

Research from industry groups (such as Gartner) indicate that there are industry specific opportunities that support edge compute investment models enabled by high speed telecommunications networks. As these edge networks are built, there are opportunities to share or expand these networks to offer metropolitan grade telecommunications services to other consumers in the region.

² Gartner Group - Market Guide for Edge Computing Solutions for Industrial IoT Published 17 August 2021 - ID G00737825





Maximising Outcomes

12. *How can different levels of Government, the telecommunications industry and regional community's better co-ordinate their efforts to improve telecommunications in regional Australia?*
13. *What changes to Government investment programs are required to ensure they continue to be effective in delivering improved telecommunications?*

The key to success in maximising outcomes is to increase collaboration between government, industry bodies and the regions to deliver measurable business or research outcomes **in the regions**. Previous efforts to simply fund connectivity to a region, leaving the delivery of a business outcome to someone else has delivered mixed results. This has been successful for consumer based services such as home based internet services, small business connectivity to the cloud (Sydney) and increasing mobile phone coverage by reducing mobile blackspots.

The increased utilisation of IoT, automation and AI in regional Australia requires collaboration across various types of network solutions and providers. Agrifutures research paper *Opportunities for New Technologies and Industries* (2019) identifies 39 emerging technologies for Australian rural industries. These include; Data Technologies (Digital Twins, Augmented Reality, Edge computing), Robotics and Artificial Intelligence Technologies (Collaborative Robots, Human – Machine Interfaces), and Renewable Energy Technologies (Moisture Harvesting, Artificial Photosynthesis). All these emerging technologies require telecommunications and network services that are appropriate for the technology and region of deployment.

Greater collaboration between government and industry bodies to understand these opportunities and the dependencies on telecommunications and technology will create the opportunity to better target funding initiatives to create growth opportunities and real economic outcomes in the regions. This collaboration will also look beyond the current priority to provide most telecommunications from Sydney.





Awareness

One of the things that has become apparent through the process of developing this submission is that regional communities need more education and help about how to find the right solution to the challenge that they face with technology.

During the public consultation it became evident from the testimonials that were given was that people had spent a lot of time and money looking for solutions to connectivity issues and that they were frustrated that they had yet found a solution especially as their lively hoods depended on reliable internet. Most of the people with the frustrations were people trying to run farming and other businesses from remote areas using satellite.

The panel of experts that were hosting on the Regional Telecommunications Review - Central West NSW Public Consultation seemed to indicate that there were solutions to many of the challenges that were being discussed - it would be fabulous if these solutions could be easily made available to people.

3. Conclusion

Thank you again for the opportunity to comment on the importance, challenges and opportunities that telecommunications presents to regional areas.

For more Information Please contact
PSC Economic and Business Development Manager
Anna Wyllie [REDACTED]
[REDACTED]



Appendix 1 – Parkes Smart Places Strategy

The Parkes Shire Council (PSC) mission,

“To deliver progress and value to our community”

along with the vision for the community,

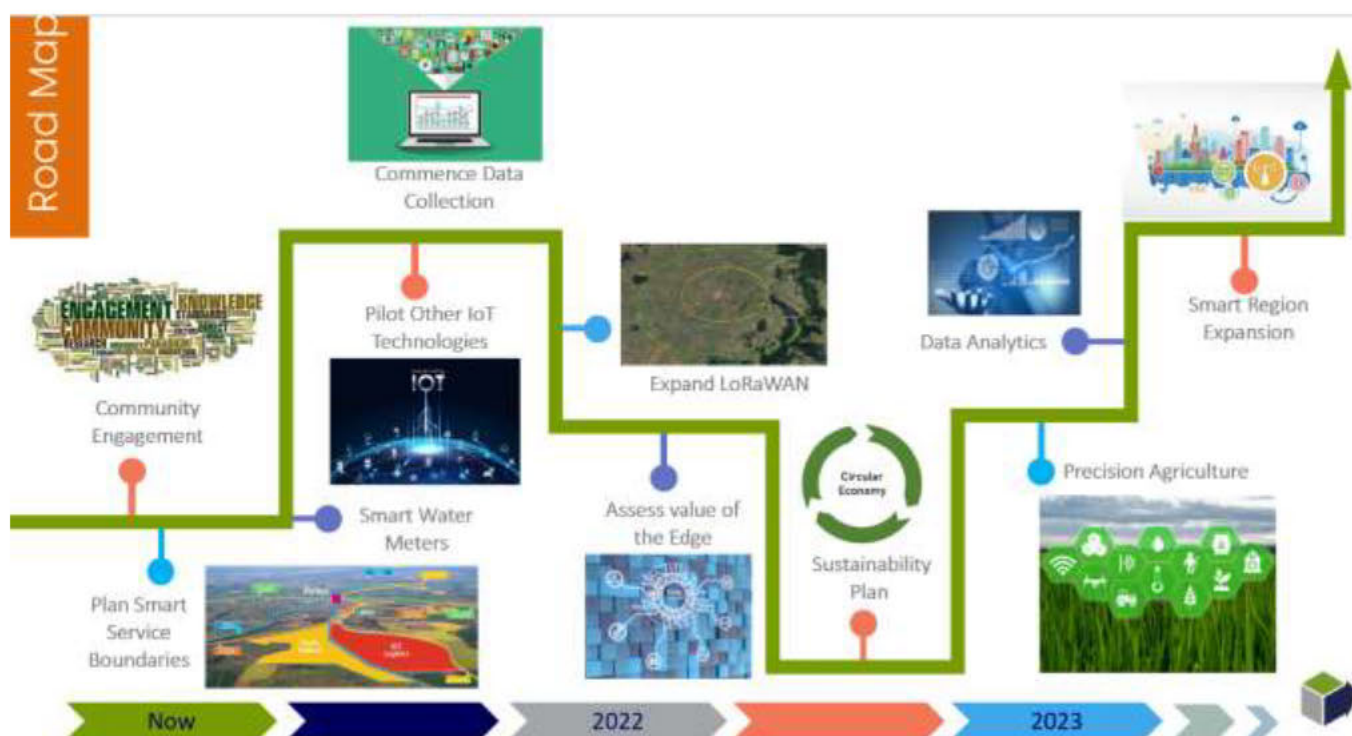
“A progressive and smart regional centre, embracing a national logistics hub, with vibrant communities, diverse opportunities, learning and healthy lifestyles”

SMART Place integrates SMART technologies into the environment to capture and convey data and insights.

The technology helps to capture information on the asset or local environment. The data is analysed to help people, councils and governments make better, evidence-based decisions about how to improve the productivity, liveability and resilience of cities, towns and communities.



The Parkes Smart Places roadmap



Appendix 2 – Parkes Special Activation Precinct

The NSW Government announced the establishment of Special Activation Precincts as part of its 20-Year Economic Vision for Regional NSW. The Precincts will be funded as part of the NSW Government’s \$4.2 billion Snowy Hydro Legacy Fund, following the sale of the Snowy Hydro Scheme to the Commonwealth.

\$185 million in funding was announced by NSW Government Deputy Premier John Barliaro on Wednesday 22 July 2020 for vital infrastructure to enable development of the Parkes Special Activation Precinct.

About the Parkes Special Activation Precinct

The precinct will take advantage of its location at the only junction of Australia’s two rail spines, the Inland Rail and the Trans-Australia Railway.



With the Parkes Special Activation Precinct master plan now complete, Regional Growth NSW Development Corporation (RGDC) will take on delivery of the precinct. This includes managing the land acquisition process while leading design and construction, streamlined applications and approvals and providing a business concierge service aimed at assisting those seeking to set up or expand in the regions.

The Parkes Special Activation Precinct will create jobs and prosperity not only for Parkes but the whole region.

The development will allow for agriculture value adding, open up opportunities for recycling and renewables, encourage a resurgence in manufacturing and provide a competitive network in terms of transport and logistics by leveraging Inland Rail and Parkes’ strategic location at the cross roads of the Nation.

The Parkes Precinct covers 4,800 hectares of land which is ear-marked for a range of uses including freight and logistics, processing of food such as plant-based proteins, warehousing, plastic and e-waste recycling and cold chain storage.

The Precinct will focus on sustainability and will be Australia’s first United Nations Industrial Development Organisation (UNIDO) Eco Industrial Zone.



These **five Principles** underpin the planning for the Parkes Special Activation Precinct.

Forecasts indicate that government investment in this Special Activation Precinct could generate an additional 3,000 new jobs and attract a further \$1 billion in private investment over the next 20 years.

However, this project requires IT and telecommunications services that support national logistics providers, smart manufacturing providers and the supply chain industries at a cost that is comparable to east coast cities.

An infrastructure and transport study (Aurecon) noted that both Telstra and Optus provided mobile coverage across the SAP. However, tenants within the SAP are likely to require access to a 10-gigabit fibre connection for normal business operation going forward. Supporting the peripheral connections such as autonomous vehicles and IoT connections within the SAP would be supported by a 5G wireless network.

To address the potential connectivity needs of the SAP's within NSW, the Gig-State project was initiated. This project was designed to provide high performance and resilient connectivity³;

- *Enabling the government's strategy to create thriving business hubs to fuel economic development by building critical digital infrastructure.*
- *Enabling early participation and intervention in newly developed areas to ensure that digital connectivity networks can deliver against current and future requirements.*
- *Early participation and coordinated planning to reduce the cost and ensure mitigation of the risk of later retrofitting and/or upgrading to meet requirements.*

Development of the Parkes SAP is progressing under the management of NSW Government. The Gig-State project commenced in 2019 but has since been terminated.



³ Parkes SAP – Digital Connectivity Overview, October 2019



Appendix 3 – Business Case Studies

Westonfence

The Westonfence™ Fencing System was developed by a local Parkes family the Weston's in response to the need for a robust, low maintenance, electric fence to better manage livestock and control kangaroos and other feral animals on their property at Nymagee

Westonfence fencing system users recycled plastics (usually from "Drum muster ") to manufacture locally insulated suspension posts used in conjunction with plain wire. The insulating properties of the insulated suspension post creates a fence which can be easily electrified without the need for additional insulators.



Council contacted one of the Director's Duncan Abbey to discuss what better connectivity would mean for his business.

Duncan discussed the possibility of outsourcing all of his software systems everything thing from payroll to web management in essence he was describing a SaaS

He also discussed the possibility of on farm monitoring of equipment, with sensors that could detect if for example a kangaroo had damaged a fence.

This sort of technology would allow Duncan's business to provide exceptional customer service by notifying the farmer of the damage and dispatching a suitable product to fix the problem.

Langlands Hanlon

Langlands Hanlon is a family owned stock and station agent. Operating out of the same office for almost 80 years, they provide a wide range of livestock services from weekly sheep and cattle sales at the Central West Livestock

Exchange at Forbes and the Regional Livestock Exchange at Carcoar, to AuctionsPlus and over the hook and private paddock trading.

Council spoke to the Geoff Rice about what extra digital connectivity would mean for his business.

"If we had technology, we could easily use it, currently we have a crap service and we have to revert back to pen and paper it's like with stuck in the 80s". **Geoff Rice**



"Being able to collect data regarding stock would allow to be more responsive to our customer's needs" We could take advantage of technology such as electronic scales and run stock over the scales and quickly analysis a mob of sheep or a herd of cattle. This would lead to better management of stock by the farmer but also would allow that we could quickly and efficiently respond to the needs of the market domestically and internally".

"This would also open up international markets and we would be able to use technology such as block chain to track the individual animals from paddock to plate. This would in enhance our marketing power".

Additional technology would also allow Geoff to run his business more efficiently and safely. Having clients throughout the Central West many of whom are situated over two hours' drive from Parkes, technology could be used to assess stock rather than having to drive long distances therefore, reducing time and risk.

In the future Geoff says that technology will help him expand his business and manage his customers expectation.

Bosmac

A family owned business based in Parkes, NSW, Bosmac has been designing, engineering and manufacturing quality agricultural and mining products for Australian conditions since 1981.

Bosmac has customers throughout Australia and Overseas

“Once you have it (better technology) more opportunities will come there are 100s of things that can be done with better technology”

James Haddin



Council asked James Haddin what he would do with additional digital connectivity. “With clients located regionally, nationally as well as internationally it would mean we could manufacture solutions for clients more efficiently.

Better connectivity would mean that we could take advantage of being able to live stream problems in overseas or remote plant and equipment to help identify problems and find solutions in a similar way to which e health is used in healthcare. In the future we could use technologies such as 3D printing to print parts closer to where they are needed, whether that is in Parkes or Thailand, this would save not only us time and costs but also our clients”.

“Another way technology could enhance our service offering is that it would allow us to monitor the performance products like our roller mills. By having Systems in place we can proactively replace bearings on the mills before they fail therefore reducing downtime for the mining operations and proactively managing our client's needs”.

New Advanced Manufacturing Company

An advanced manufacturing tenant recently moved into the Parkes Special Activation Precinct. This organisation required access to reliable cost effective telecommunications services to effectively manage their new operation.

The parent company's corporate policy and risk management approach is to centralise inventory and corporate data in a cloud based ERP system for all of their operational sites. These ICT services are managed through an external provider who is also their ISP, located in New Zealand.



Initial engagement with NBN and Telstra for the GLE grant to activate this new tenant and Pacific National was frustrating as neither had a process to engage for future committed development in regional Australia as they were only setup to extend services for current customers. There was no way to build in the future required telecommunications capacity now (to meet future demand) as is the current practice with all of the other infrastructure (water, power and gas).

Due to the lack of physical communication options, the advanced manufacturing tenant explored satellite, 4G and Wireless Broadband through a local bespoke provider who had set up a wireless communication tower on a mobile trailer with backhaul through a fixed Telstra fibre connection. The result was;

- The satellite option could not provide the minimum service level required,
- The 4G connection was utilised for site office based communications such as email and basic connectivity during construction and into the commissioning phased but was only ever intended to be short-term solution,
- The fixed wireless option involved a point-to-point microwave aerial being placed on the roof of the site to communicate back to the wireless trailer mount. The point to point nature of this has meant that comms regularly drop out due to high wind activity

None of these options provides the resilience, bandwidth or latency required to run their operation effectively. Based on the risk to the business, the advanced manufacturing tenant has invested \$250k in on-site IT infrastructure to run a hybrid local / cloud option for the ERP system. This is technology investment would not have been necessary if adequate telecommunications capacity was available.

As a business process, to commission and run the first shipment off-site, the operation has essentially run blind having to run their process and inventory through their local server infrastructure, then take the site off-line for a significant period while the operational data is uploaded to the cloud system and corporate data is acquired, This process is inefficient and has resulted in a significant loss of productivity and a risk to the inventory management.



This high investment could have been mitigated by a simple fibre connection from one of the major providers, requiring only a 800m run to reach their site but as they are a “satellite” site, they or Council would incur all of the cost of the first mover.

Council has managed to negotiate with a third-party fibre provider to provide a solution at one-third the cost of the original NBN / Telstra options while retaining ownership over the physical conduit to help manage the availability of service to future users and cap end-user pricing.



Pacific National

Pacific National is Australia's leading intermodal freight and steel freight operator, eastern Australia's top carrier of regional exports, bulk goods, grain, and agricultural products, the largest transporter of coal in NSW, and the second-largest transporter of coal in Queensland.

The announcement of Inland Rail has triggered a large amount of investment in Parkes including Pacific National announcing \$35mill logistic Terminal development which has the capacity to process approximately 450,000 cargo containers each year, including the ability to haul double-stacked containers from Parkes to Perth.



However, despite being one of Australia's largest freight company's with over \$13 Billion turn over the Parkes intermodal terminal is operating from a 4G connection. Initial operations commenced using the 4G connection to provide basic email and internet access for the limited number of staff onsite. The original intent was the terrestrial fibre services would become available as logistics operations increased.

As the carriers are not setup to provide services for current and future demand, Pacific National remains operating on the 4G connection. The recent implementation of the first 5G service in Parkes has actually reduced the reliability and performance (bandwidth) of the mobile service delivered to Pacific National as they are located at the edge of the 5G service, resulting in their service often switching from 4G to 5G and back resulting in service degradation.

As the mobile service is not suitable for a major regional freight and logistics hub, negotiations have commenced with NBN. This process has been slow and there are contractual requirements that remain unresolved. The mobile service remains in place today and offers an unacceptable telecommunications service for future growth of this major regional freight hub. It is unlikely that these issues would occur at a metropolitan site, due to carrier competition and existence of points for fibre connection nearby.

Parkes Council Library



The Library is a community space where individuals and community groups can access a wide range of literary, cultural, information and digital services free of charge. It currently provide programs for the people in the Parkes Shire from Birth through to home borrowing programs for elderly and house bound members of the community.

The Parkes Library is being expanded and redeveloped to enable it to meet the emerging needs of the community for a cultural, education and information hub.

This expansion includes the development of a creative MakerSpace that will allow for STEM projects, community workshops, and digital learning programs. The expansion will also include a Country Universities Centre a regional tertiary studies hub.

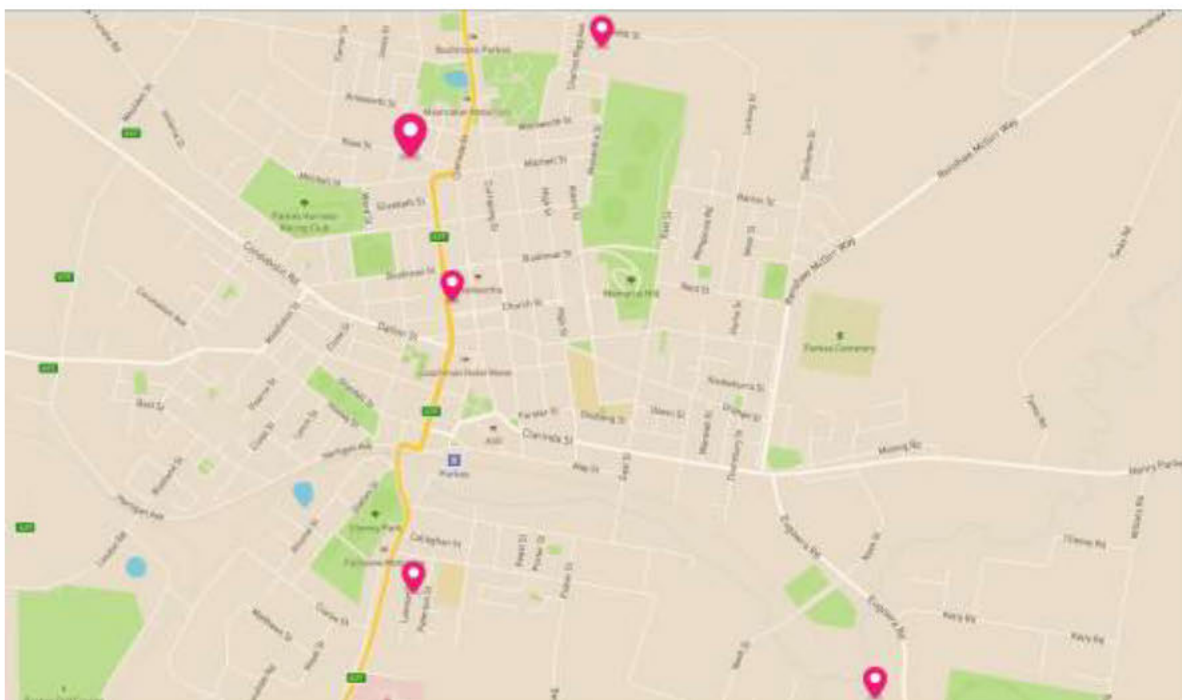
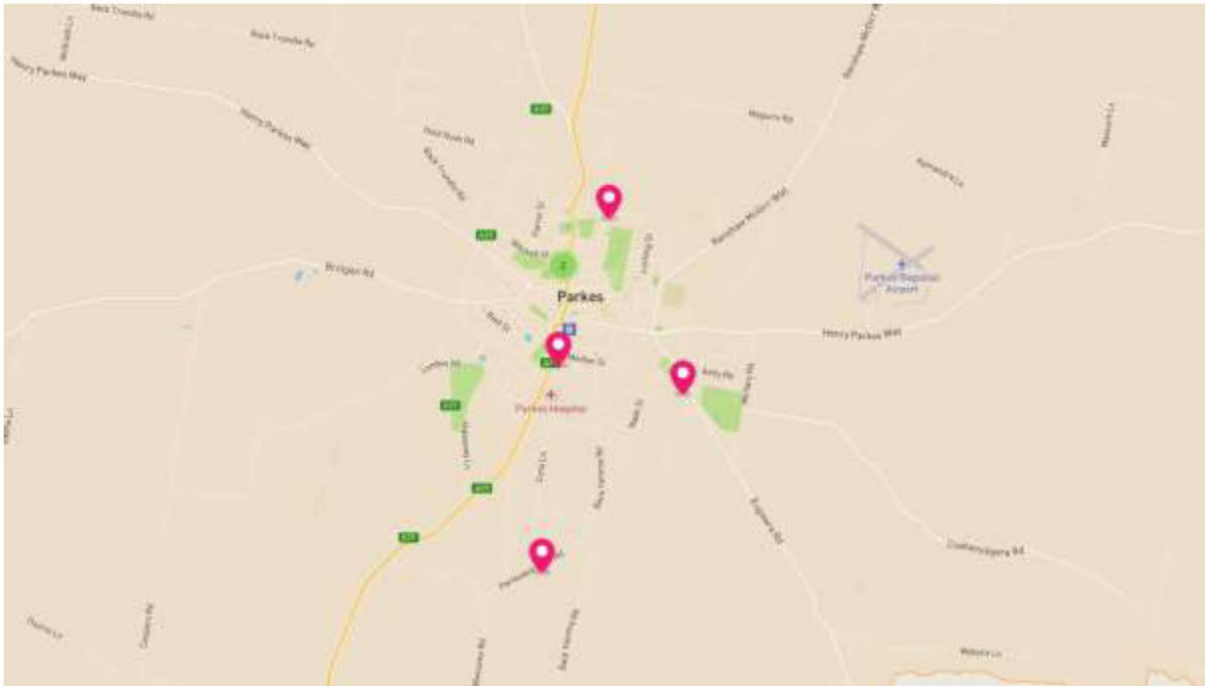
A dedicated internet service into the Library complex would enable community members and groups to access:

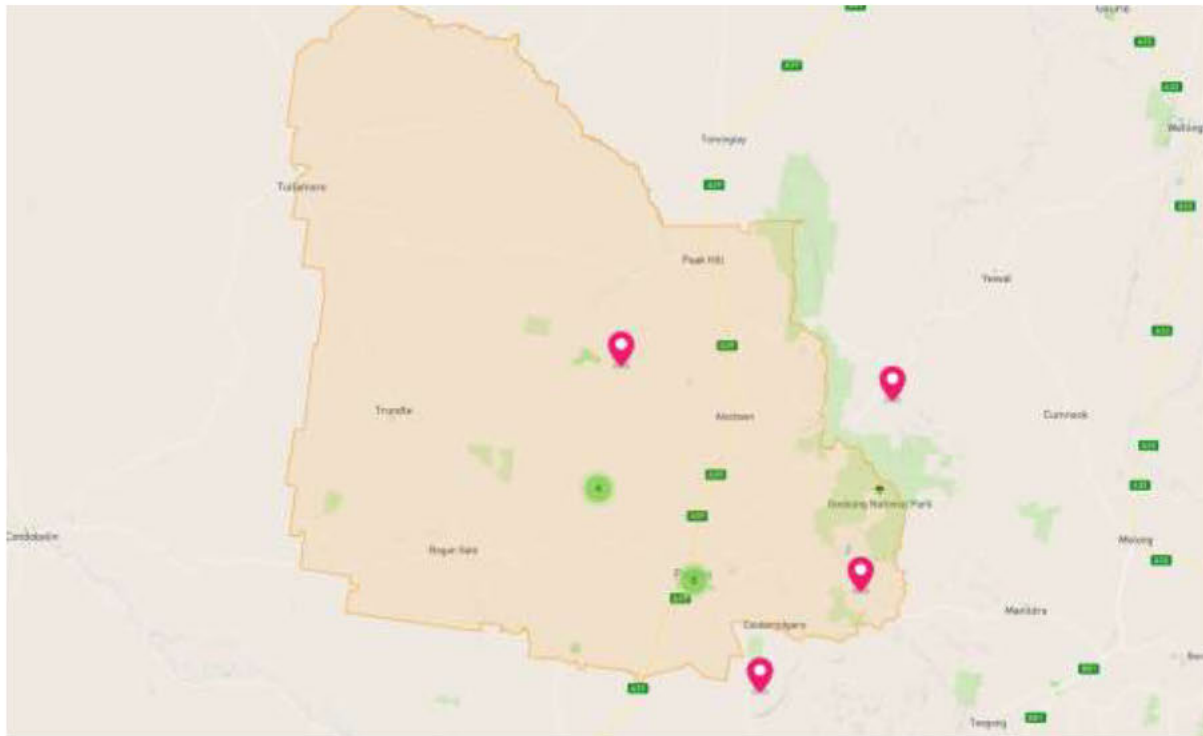
- Live streaming of events (such as concerts, author talks, guest speakers and arts/cultural events)
- Improved research options (such as virtual classrooms, videoconferencing, Skype)
- Virtual/augmented reality programs (such as virtual tours and games)
- Data visualisation & Interactive digital spaces (such as multi touch display tables, digital touch walls, enhanced local history digitization)
- Digital creative programs (such as 3D printing, music editing soft ware programs, app creation)

Increased connectivity would streamline and improve the reliability of many of the programs we currently provide that require internet and would enable us to get the most out of the products we have such as our library management system. It would also allow for emerging technologies which can be provided free of charge at the library

Appendix 4 Community Surveys

Please find below the responses from the community to our survey. The maps below indicate areas in town that community members have identified problems





Project Report

23 July 2020 - 28 September 2021

Your Say Parkes

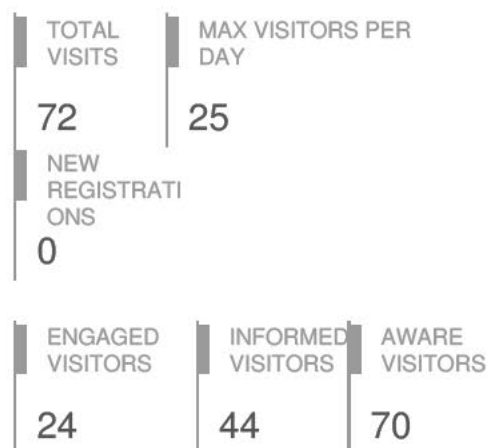
Regional Telecommunications Review



Visitors Summary

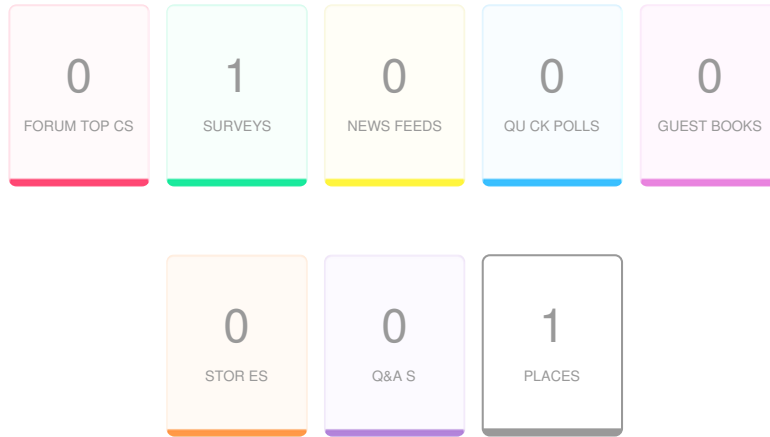


Highlights



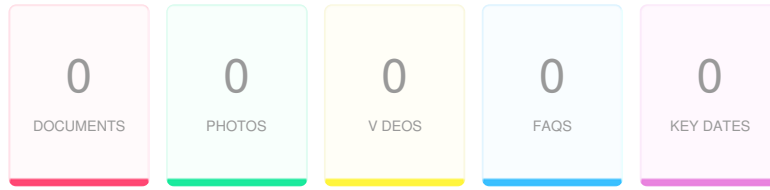
| | | | | | |
|-----------------------------------|---------------------|----------------------------------|-------------------|-------------------|------------------|
| Aware Participants | 70 | Engaged Participants | 24 | | |
| Aware Actions Performed | Participants | Engaged Actions Performed | Registered | Unverified | Anonymous |
| Viewed a Project or Tool Page | 70 | Contributed on Forums | 0 | 0 | 0 |
| Informed Participants | 44 | Participated in Surveys | 3 | 0 | 14 |
| Informed Actions Performed | Participants | Contributed to Newsfeeds | 0 | 0 | 0 |
| Viewed a video | 0 | Participated in Quick Polls | 0 | 0 | 0 |
| Viewed a photo | 0 | Posted on Guestbooks | 0 | 0 | 0 |
| Downloaded a document | 0 | Contributed to Stories | 0 | 0 | 0 |
| Viewed the Key Dates page | 0 | Asked Questions | 0 | 0 | 0 |
| Viewed an FAQs Page | 0 | Placed Pins on Places | 2 | 5 | 0 |
| Viewed a Newsgram Page | 0 | Contributed to Ideas | 0 | 0 | 0 |
| Viewed Multiple Project Pages | 17 | | | | |
| Contributed to a poll (engaged) | 24 | | | | |

ENGAGEMENT TOOLS SUMMARY



| Tool Type | Engagement Tool Name | Tool Status | Visitors | Contributors | | |
|-------------|----------------------|-------------|----------|--------------|------------|-----------|
| | | | | Registered | Unverified | Anonymous |
| Place | Map it | Published | 25 | 2 | 5 | 0 |
| Survey Tool | Take the survey | Published | 25 | 3 | 0 | 14 |

INFORMATION WIDGET SUMMARY



| Widget Type | Engagement Tool Name | Visitors | Views/Downloads |
|-------------|----------------------|----------|-----------------|
| Key Dates | Key Date | 0 | 0 |

ENGAGEMENT TOOL: PLACE

Map it

| | | |
|--------------------|-----------------------|------------------------|
| Visitors 25 | Contributors 7 | CONTRIBUTIONS 7 |
|--------------------|-----------------------|------------------------|

| | |
|--|---|
| <p>CA EGORY Mob e Phone / n ernes sue</p> | <p>need more for kids to do in Parkes. Like movies, football, entertainment, go cars, red rooster, doughnutting. Address: 35-51 Bogansree, Parkes New South Wales 2870, Australia https://yoursay.parkes.nsw.gov.au/registration-ecommerce-reviews/maps/map-report?report=marker-96611</p> |
| <p>CA EGORY Mob e Phone / n ernes sue</p> | <p>Mobile phone network being used as a substitute for the NBN has no competition as a result of the decision of Webb and Charles Riggans. Service spasmodically requiring buffering for events and internet connection and services Address: 7 Avoca Place, Parkes New South Wales 2870, Australia https://yoursay.parkes.nsw.gov.au/registration-ecommerce-reviews/maps/map-report?report=marker-96787</p> |
| <p>CA EGORY Mob e Phone / n ernes sue</p> | <p>mostly backspace one bar, SOS or No Service Sign with a bus regular drop-outs Address: 2869, Peak, New South Wales, Australia https://yoursay.parkes.nsw.gov.au/registration-ecommerce-reviews/maps/map-report?report=marker-96889</p> |
| <p>2021 09 28 13:18:49 +1000 ?</p> <p>CA EGORY Mob e Phone / n ernes sue</p> | <p>Reception really poor. Reply on wifi. To do something is unsuitable. As no work references, reception has become less. 3G best we can hope for & is terrible. Worse than bad or windy weather. Cannot run a business remotely with any success. Address: 2870, Cookamgerra, New South Wales, Australia https://yoursay.parkes.nsw.gov.au/registration-ecommerce-reviews/maps/map-report?report=marker-97318</p> |
| <p>CA EGORY Mob e Phone / n ernes sue</p> | <p>No service in our area or along Renshaw McGerr Way. Parkes is our service centre. Mobile coverage so important for farmers. We are getting a lot more of our income in our area and they are often with no mobile coverage for decisions. A rbnb farm says, it's hard to promote when they ask majorly of them they ask about internet access which we cannot adequately provide. Limited and very costly satellite for internet usage in household. Especially with schooling. I have had 2 daughters homesick and June doing online learning from Boarding school. Rural areas are being left behind with every thing moving to e-commerce where they be for work or recreation. Address: 2867, Bady, New South Wales, Australia https://yoursay.parkes.nsw.gov.au/registration-ecommerce-reviews/maps/map-report?report=marker-97347</p> |
| <p>CA EGORY Mob e Phone / n ernes sue</p> | <p>Zero or poor reception between parkes and Mandra on its major road. Address: Henry Parkes Way, Parkes New South Wales 2870, Australia https://yoursay.parkes.nsw.gov.au/registration-ecommerce-reviews/maps/map-report?report=marker-97378</p> |

ENGAGEMENT TOOL: PLACE

Map it

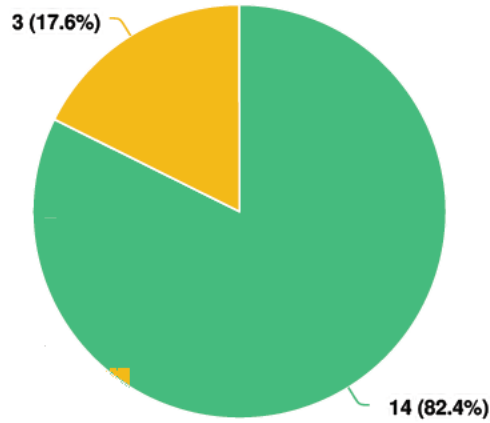
| | |
|---|---|
| | <p>Slow and frequency drops out. Insufficient support from the co's. Change of service requested from Beong to Tesra business because Tesra works to connect household to nbn.</p> |
| CATEGORY Mobile Phone / internet issue | <p>Address: 13 Lawson Street, Parkes New South Wales 2870, Australia</p> <p>http://yoursay.parkes.nsw.gov.au/registration-ecommerce-reviews/maps/map-?reporting=rue#marker-97508</p> |

ENGAGEMENT TOOL: SURVEY TOOL

Take the survey

| | | |
|--------------------|------------------------|-------------------------|
| Visitors 25 | Contributors 17 | CONTRIBUTIONS 17 |
|--------------------|------------------------|-------------------------|

Are you having internet issues?



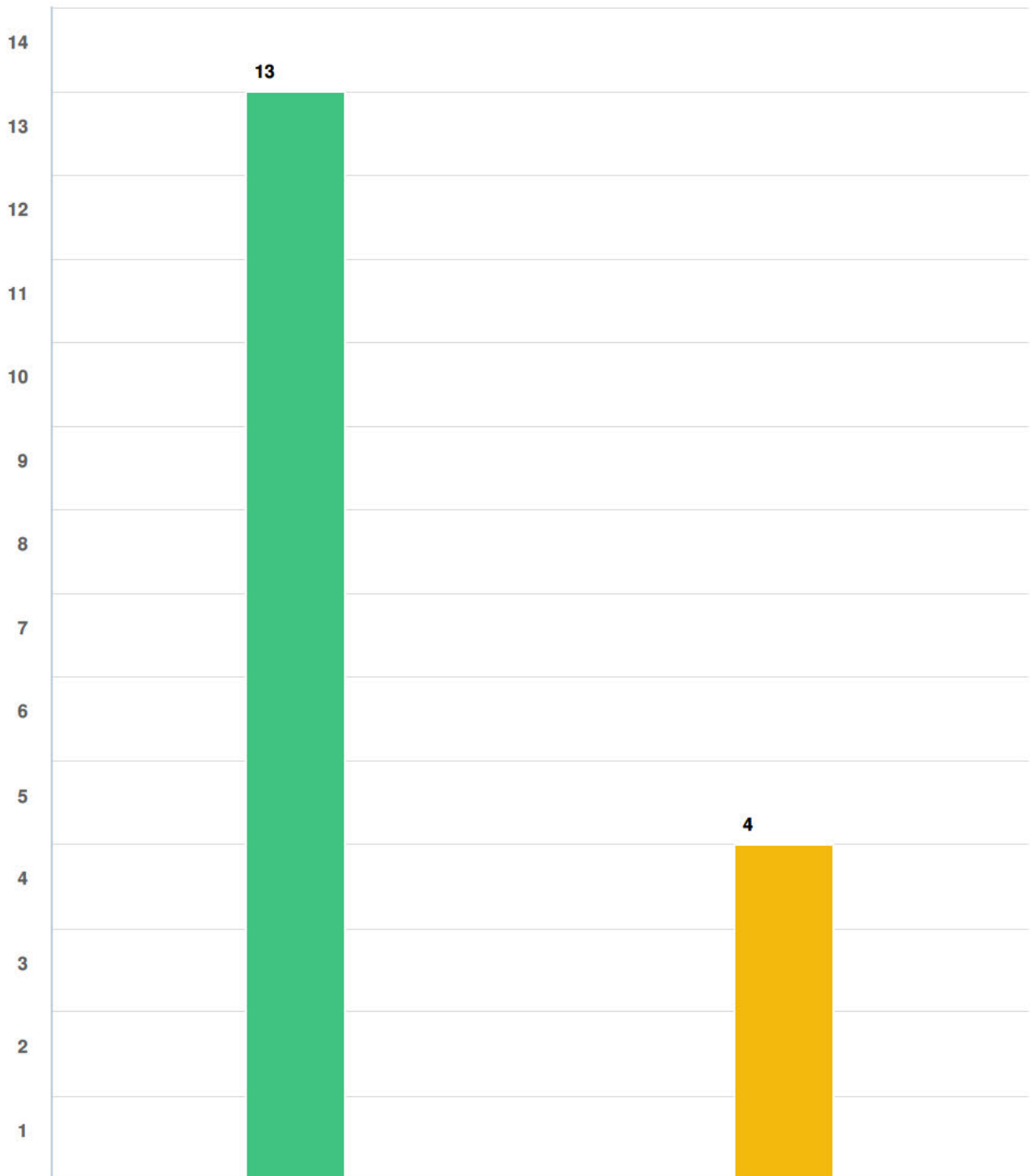
Question options

- Yes
- No

Optional question (17 response(s), 0 skipped)

Question type: Radio Button Question

Are you have mobile phone issue/s?



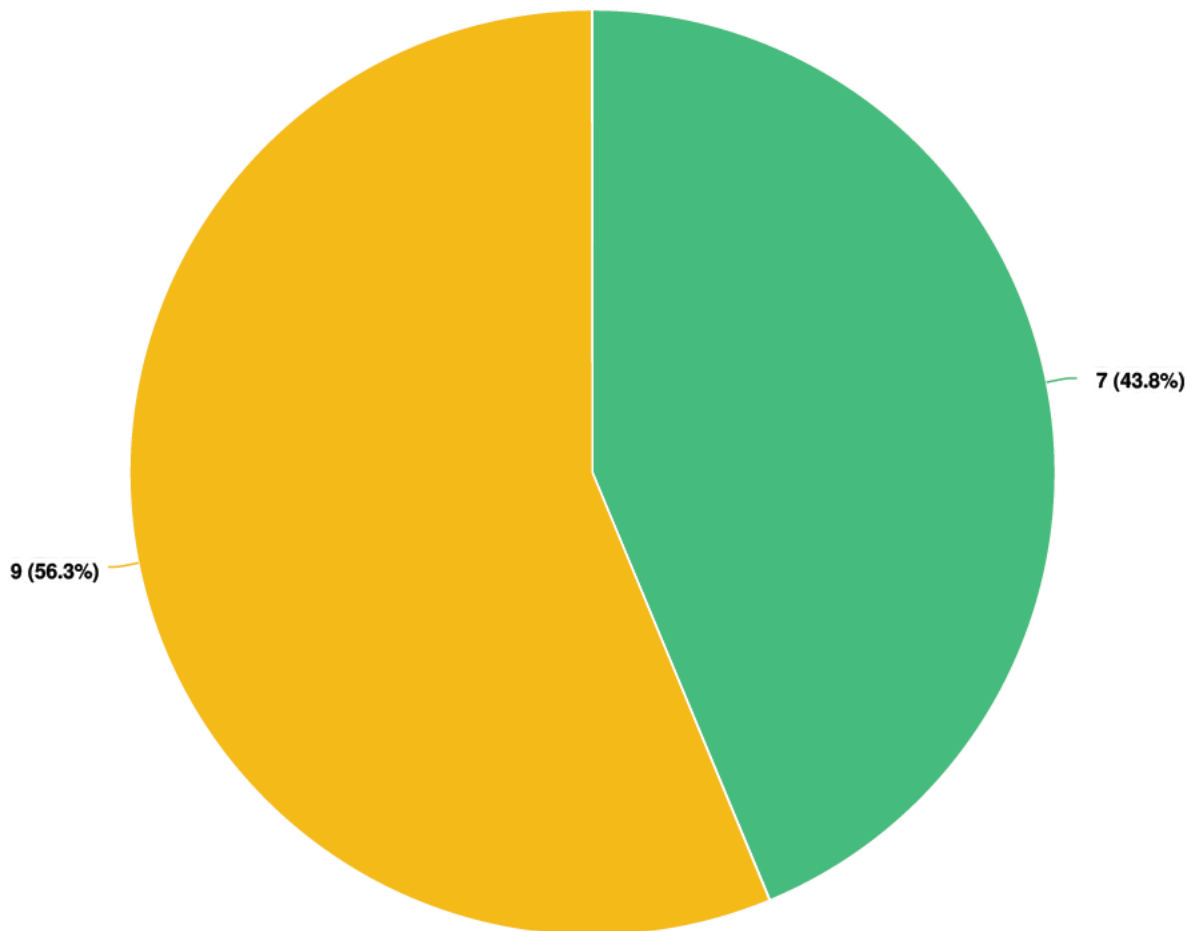
Question options

- Yes
- No

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Is this for your business or for private use?



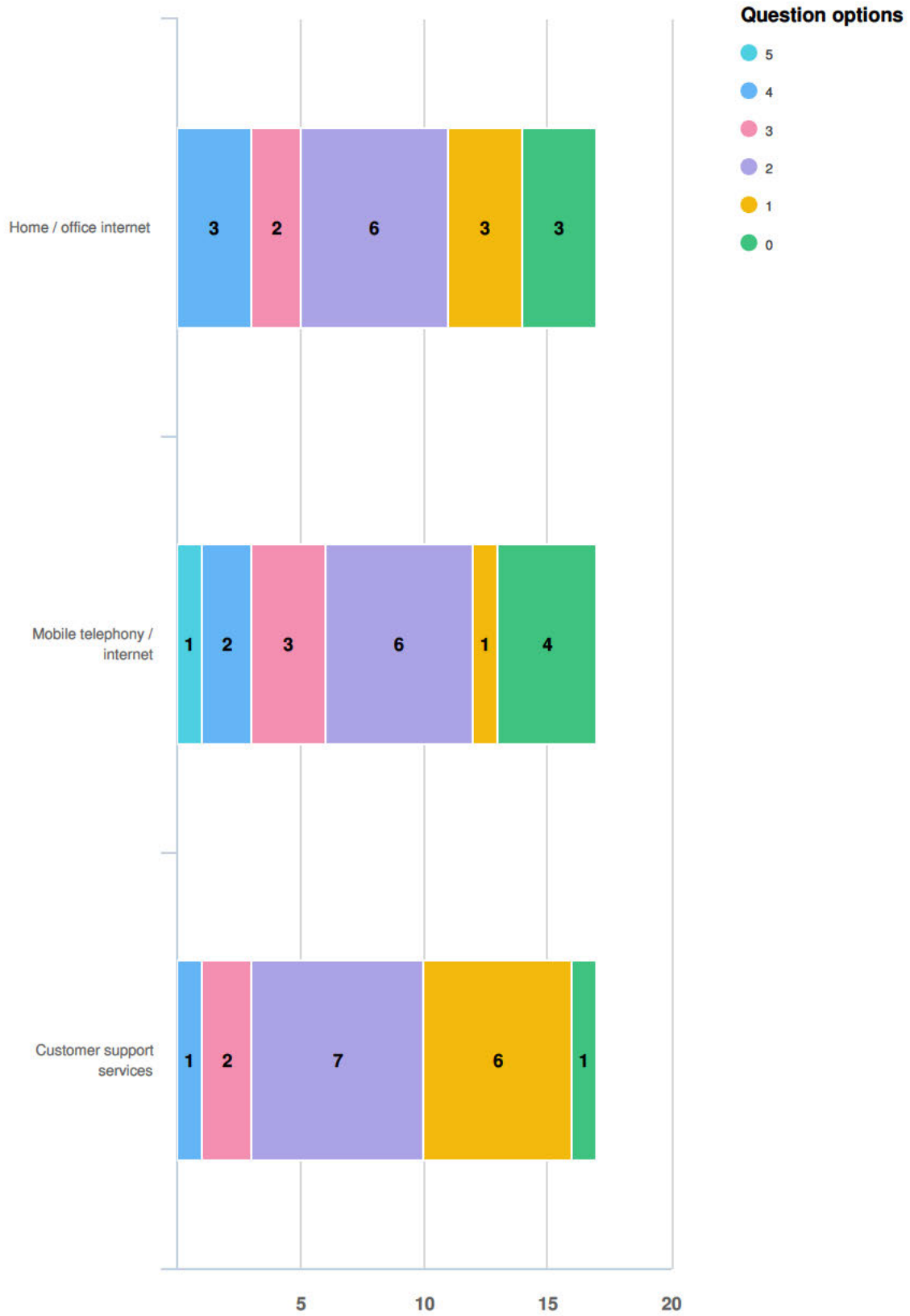
Question options

- Private
- Both

Optional question (16 response(s), 1 skipped)

Question type: Radio Button Question

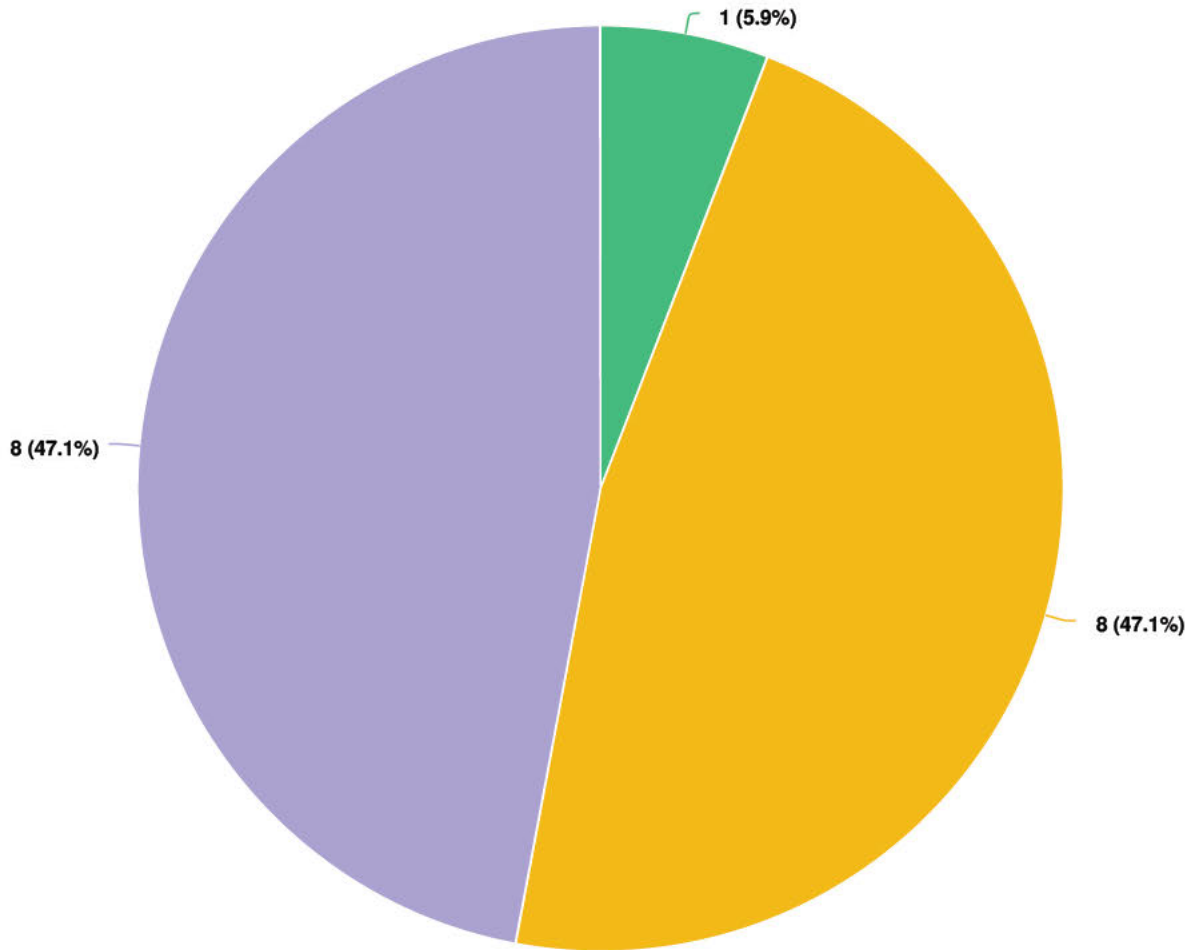
Please rate your current telecommunications services (0-poor to 5 exceeds my needs)



Mandatory Question (17 response(s))

Question type: Likert Question

Do you see your future usage of these services decreasing, remaining the same or increasing?



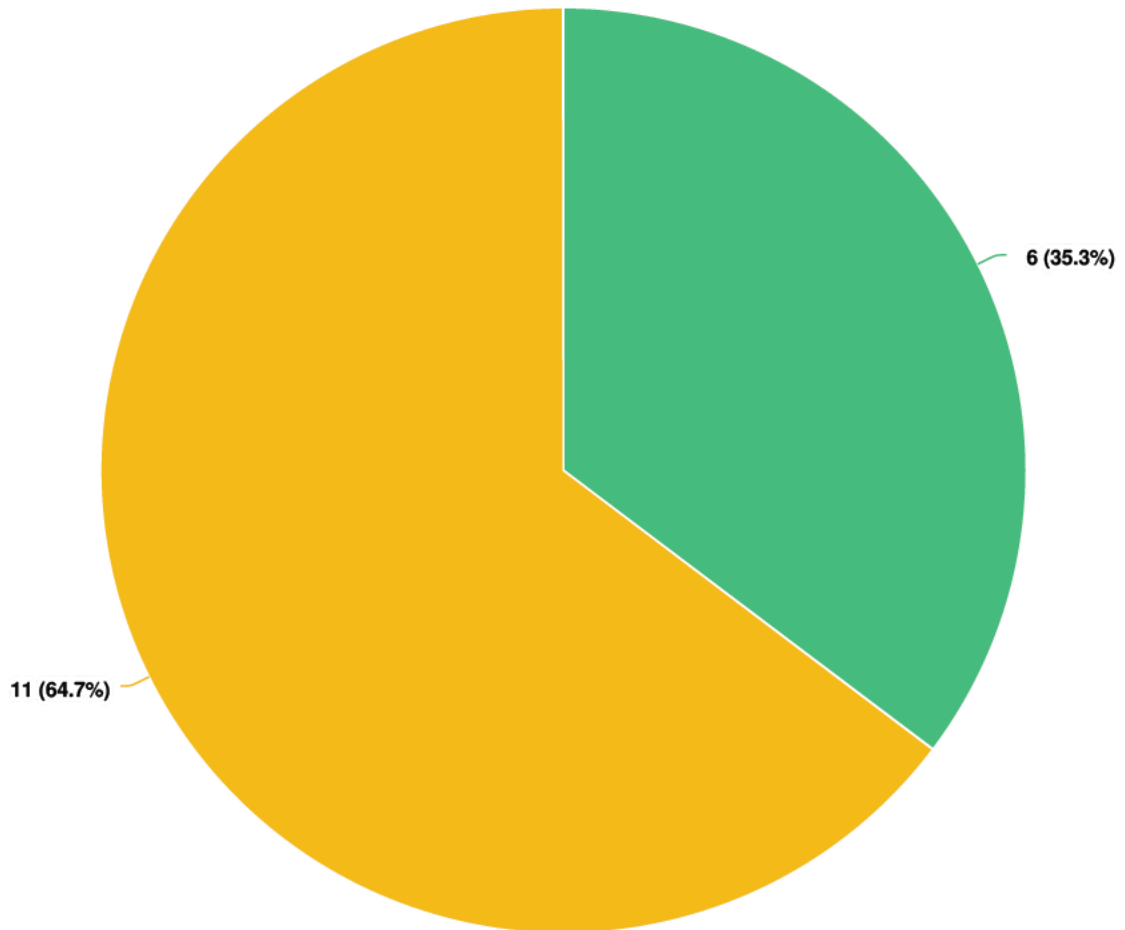
Question options

- Increasing
- Remaining the same
- Decreasing

Mandatory Question (17 response(s))

Question type: Radio Button Question

Are you aware of your consumer rights when it comes to telecommunication services?



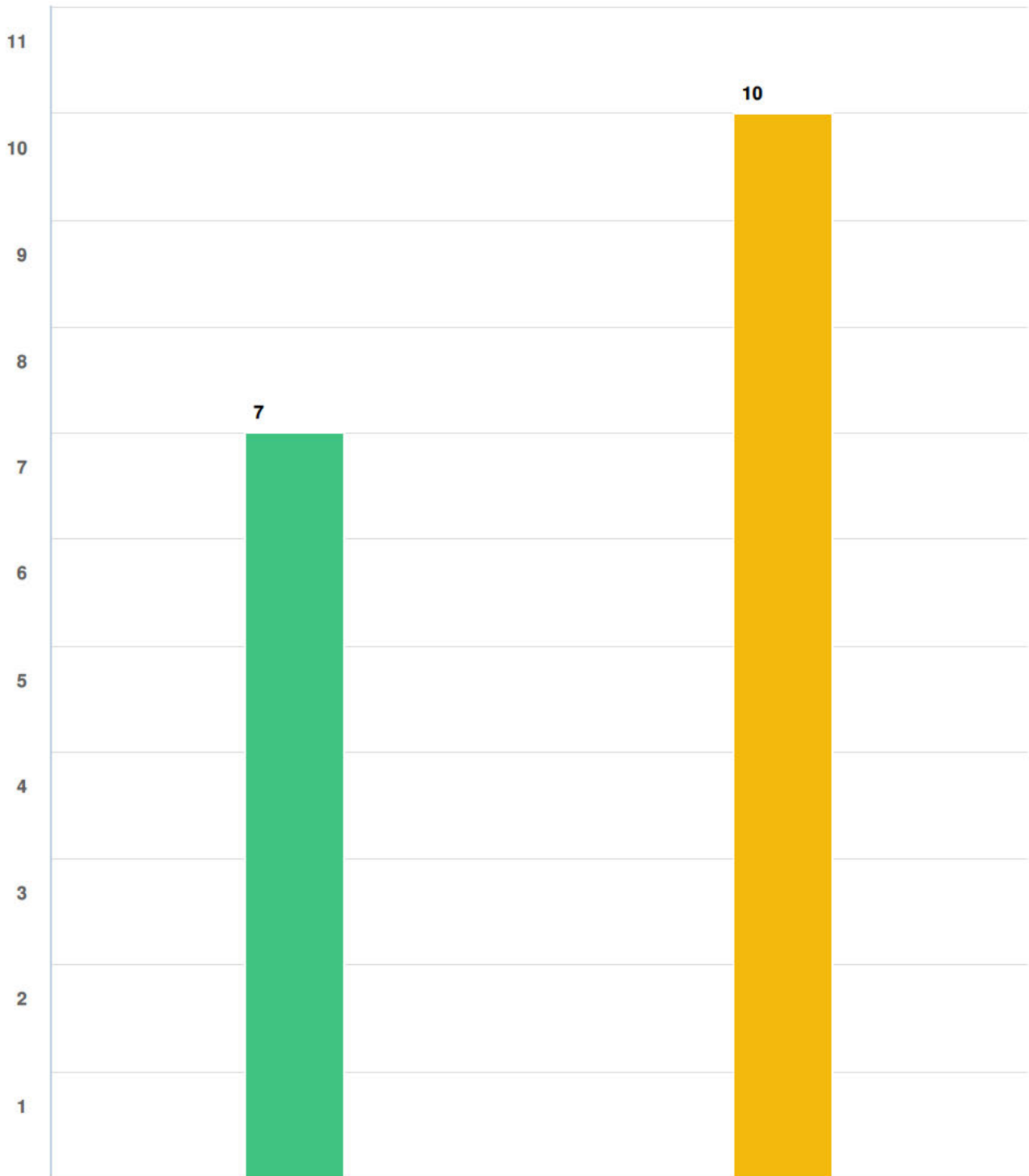
Question options

- No
- Yes

Mandatory Question (17 response(s))

Question type: Radio Button Question

Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions?



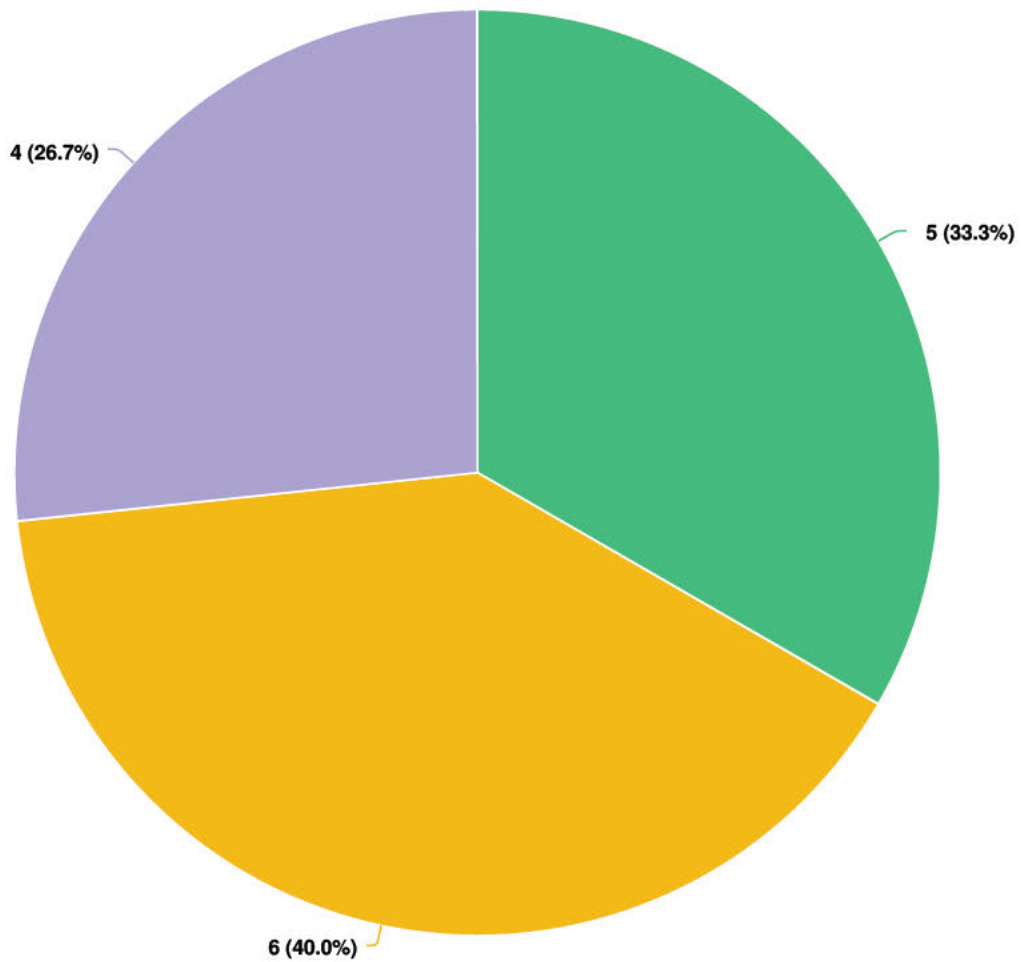
Question options

- No
- Yes

Mandatory Question (17 response(s))

Question type: Checkbox Question

What type of provider do you have?



Question options

- Same
- NSW fibre to node or house
- NBN fixed wireless

Optional question (15 response(s), 2 skipped)

Question type: Radio Button Question

Survey Responses

23 July 2020 - 28 September 2021

Take the survey

Your Say Parkes

Project: Regional Telecommunications Review



VISITORS

25

CONTRIBUTORS

17

RESPONSES

17

3

Registered

0

Unverified

14

Anonymous

3

Registered

0

Unverified

14

Anonymous



Respondent No: 1

Login: Anonymous

Email: n/a

Responded At: Sep 22, 2021 10:23:50 am

Last Seen: Sep 22, 2021 10:23:50 am

IP Address: n/a

Q1. **Name** no answered

Q2. **Contact number** no answered

Q3. **Contact email** no answered

Q4. **Your address** no answered

Q5. **Are you having internet issues?** Yes

Q6. **Are you have mobile phone issue/s?** Yes

Q7. **Who is your current mobile phone provider?** Te s ra

Q8. **Is this for your business or for private use?** Pr va e

Q9. **What does your service provider charge per month?** 140

Q10. **Please rate your current telecommunications services (0-poor to 5 exceeds my needs)**

ome / off ce n erne 0

Mob e e ephony / n erne 0

Cus omer suppor serv ces 1

Q11. **What are the current barriers or challenges you have for your telecommunication services?**

No serv ce a my home w hou a boos er wh ch s so expens ve

Q12. **With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?**

I am work ng from home & now re y on my home n erne /serv ce wh ch I can' access w hou purchas ng a boos er.

Q13. **Do you see your future usage of these services decreasing, remaining the same or increasing?** Rema n ng he same

Q14. **How do service reliability issues, including outages and natural disasters impact you?**

There are regu ar ou ages here - more han mon h y and hey mean I have abso ue y no serv ce a a . I s unsafe!

Q15. **In your opinion, are the telecommunications services you need in your area accessible and affordable ? What improvements should be made for these services?**

They are affordab e however f you can' use hem as you don' have serv ce hen 's no good.

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

Yes

Q17. Are you aware of your consumer rights when it comes to telecommunication services? No

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

Clear explanations

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? No

Q20. What other information is needed?

NA

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

Service over in remote areas is unsafe on farms and properties not having service

Q22. What type of provider do you have? Same

Q23. Who is your service provider? Tesra



Respondent No: 2

Login: Anonymous

Email: n/a

Responded At: Sep 24, 2021 08:29:37 am

Last Seen: Sep 24, 2021 08:29:37 am

IP Address: n/a

Q1. Name

Q2. Contact number

Q3. Contact email

Q4. Your address

[REDACTED]

Q5. Are you having internet issues?

Yes

Q6. Are you have mobile phone issue/s?

Yes

Q7. Who is your current mobile phone provider?

Dodo

Q8. Is this for your business or for private use?

Private

Q9. What does your service provider charge per month?

\$75

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

Home / office internet

2

Mobile telephony / internet

2

Customer support services

2

Q11. What are the current barriers or challenges you have for your telecommunication services?

Living in the center of the Parkes community, I still face internet issues on a daily basis. With two people in the house on a moderate plan (more than what we need for the both of us), we still have wifi internet drop out, TV streaming services drop out and slow mobile speeds usually resulting in 1 bar- even though we reside in the highest in Parkes. This has been happening more frequently.

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

We have wifi internet drop out regularly and with the pandemic forcing myself to zoom daily as a teacher and my husband to teleconference as a health practitioner, this has not been ideal. As so we have been attending Telehealth sessions for my pregnancy (not being able to personally attend the hospital with COVID restrictions) and these have dropped out numerous times, which is really disappointing.

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing?

Decreasing

Q14. How do service reliability issues, including outages and natural disasters impact you?

We have a few NBN outages in my area- which would not concern me if the internet actually remained consistent after the outage.

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable? What improvements should be made for these services?

My current service has actually just had a price increase- which is ridiculous considering my internet has become so much poorer over the last few months. I will be in touch with my provider today and look at the possibility of signing with a new provider because this is a steep increase for internet that can even stream one viewng service without dropping out.

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require? What additional information / support do you need to identify, choose and access the connectivity options you required?

Yes there are plenty to choose from- it's just such a shame you may have to pay more for a service that is consistent, because the telecommunications company has better coverage out here. I kind of regret the choice for consumers.

Q17. Are you aware of your consumer rights when it comes to telecommunication services? No

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

Short pamphlet via email

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? No

Q20. What other information is needed?

In regard to question 19, the information is there- however the providers make it a real hassle to find the breakdown on their websites. Also, for a fee you can see their bandwidth and slow and drop-outs are higher in a certain area among a general population- they should get in contact (sms, email) and let consumers know why this is and what is happening to fix it. I know I am not the only consumer having this trouble of a fee.

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

In Parkes we don't have the luxury of visiting a local mall or a ending medical appointments. That's why we rely very heavily on online shopping etc. Some basic needs, especially during the pandemic. I pay a lot per month or I have internet which is really upsetting. It's a waste of money for my wife- when I face an outage and have to hop from my phone, which also has internet 4G. My husband and I pay over \$200 per month for unreliable internet (including our wife and phone plans) which I feel is a horrible waste of money for a service that can even provide a basic bandwidth and internet connection, which is much slower than the plan I signed up for.

Q22. What type of provider do you have? NBN fixed wireless

Q23. Who is your service provider? Dodo



Respondent No: 3

Login:

Email:

Responded At: Sep 25, 2021 11:33:06 am

Last Seen: Sep 25, 2021 01:23:07 am

IP Address: 1.129.22.219

- Q1. **Name** no answered
-
- Q2. **Contact number** no answered
-
- Q3. **Contact email** no answered
-
- Q4. **Your address** no answered
-
- Q5. **Are you having internet issues?** Yes
-
- Q6. **Are you have mobile phone issue/s?** Yes
-
- Q7. **Who is your current mobile phone provider?** Te s ra
-
- Q8. **Is this for your business or for private use?** Bo h
-
- Q9. **What does your service provider charge per month?** 200 per mon h for 2x mob e phone dev ces & mob e broadband
-
- Q10. **Please rate your current telecommunications services (0-poor to 5 exceeds my needs)**
- | | |
|--------------------------|---|
| ome / off ce n erne | 1 |
| Mob e e ephony / n erne | 2 |
| Cus omer suppor serv ces | 3 |
-
- Q11. **What are the current barriers or challenges you have for your telecommunication services?**
- NBN s on y ava abe v a sky mus er. There s no un m ed p ans ava abe
-
- Q12. **With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?**
- Increased w h home schoo ng
-
- Q13. **Do you see your future usage of these services decreasing, remaining the same or increasing?** Increas ng
-
- Q14. **How do service reliability issues, including outages and natural disasters impact you?**
- Our serv ces s pa ch & unre abe a he me. No changes when na ura d sas ers occur
-
- Q15. **In your opinion, are the telecommunications services you need in your area accessible and affordable ? What improvements should be made for these services?**
- No. We pay s gn f can y h gher pr ce for mob e broadband o her op ons are m ed & more expens ve

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

Wireless broadband option for my area would be great

Q17. Are you aware of your consumer rights when it comes to telecommunication services? No

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

Unsure

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? Yes

Q20. What other information is needed?

When NBN is going to extend further. I live 19km from the centre of Parkes & was told I am very satisfied by staff at NBNco. There are 7 other houses on our road which is only 5km long... I don't consider having so a lot.

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

Upgrading lines of our own.

Q22. What type of provider do you have? no answered

Q23. Who is your service provider? Telstra



Respondent No: 4
Login: Anonymous
Email: n/a

Responded At: Sep 27, 2021 19:01:09 pm
Last Seen: Sep 27, 2021 19:01:09 pm
IP Address: n/a

Q1. Name

Q2. Contact number

Q3. Contact email

Q4. Your address

[REDACTED]

Q5. Are you having internet issues?

Yes

Q6. Are you have mobile phone issue/s?

Yes

Q7. Who is your current mobile phone provider?

Tesra

Q8. Is this for your business or for private use?

Both

Q9. What does your service provider charge per month?

150

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

Home / office internet

1

Mobile telephony / internet

1

Customer support services

1

Q11. What are the current barriers or challenges you have for your telecommunication services?

No service away from house Broadband service unreliable, too expensive and unsustainable long term

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

Tripled

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing?

Remaining the same

Q14. How do service reliability issues, including outages and natural disasters impact you?

Driving from Baidaryo park to go grocery shopping means no service in the Goobang Naona park. When I had a fire I could not contact Nirma or call for help. There needs to be power in Goobang for fire service safety. Also when someone is in a road or escape and more houses in the area then needs better service

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable ? What improvements should be made for these services?

Definitely no. Needs to be lower than can be used by Barry and Tomng ey residents. Presently broadband satellite on our houses is too expensive as has mered usuals which does not suit our fees yet or Arbnb guests.

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

No we are in so a ed area and o d we are in back spoo and need to use satellite, which is not v able for farmers out on the paddocks or for remaining fresh in the hills.

Q17. Are you aware of your consumer rights when it comes to telecommunication services? No

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

Personal e er or con ac

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? No

Q20. What other information is needed?

More transparency and clarity what is available. Most people do not know of ads available, wireless or fiber power nearby they can use. Need unbiased neutral information. Needs to be uncomplicated basic vsua info.

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

Focus putting towers and connecting the major highways in regional areas, help with high fire danger areas and power in National parks. This is where our numbers increase will be so need to ensure they are connected and safe so they return or even move to our area.

Q22. What type of provider do you have? Satellite

Q23. Who is your service provider? Activ8me skymus er



Respondent No: 5

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 10:02:45 am

Last Seen: Sep 28, 2021 10:02:45 am

IP Address: n/a

Q1. Name

Q2. Contact number

Q3. Contact email

Q4. Your address

██████████

Q5. Are you having internet issues?

Yes

Q6. Are you have mobile phone issue/s?

Yes

Q7. Who is your current mobile phone provider?

Tesra

Q8. Is this for your business or for private use?

Both

Q9. What does your service provider charge per month?

\$285

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

Home / office internet

3

Mobile telephony / internet

2

Customer support services

2

Q11. What are the current barriers or challenges you have for your telecommunication services?

Fixed wireless connection has always very slow and never as strong as gna

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

Increased usage for work, school and pleasure

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing?

Increasing

Q14. How do service reliability issues, including outages and natural disasters impact you?

Our fixed wireless signal is a way weak and a ways slow.

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable? What improvements should be made for these services?

No. A fiber connection is preferred

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

Fiber, no fixed wireless

Q17. Are you aware of your consumer rights when it comes to telecommunication services? No

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

More direct info to households has easy to understand

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? No

Q20. What other information is needed?

Options

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

Fiber

Q22. What type of provider do you have? NBN fixed wireless

Q23. Who is your service provider? Tesra



Respondent No: 6

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 13:01:13 pm

Last Seen: Sep 28, 2021 13:01:13 pm

IP Address: n/a

Q1. Name

Q2. Contact number

no answered

Q3. Contact email

Q4. Your address

no answered

Q5. Are you having internet issues?

No

Q6. Are you have mobile phone issue/s?

No

Q7. Who is your current mobile phone provider?

Te s ra

Q8. Is this for your business or for private use?

Bo h

Q9. What does your service provider charge per month?

\$55 - phone

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

ome / off ce n erne

4

Mob e e ephony / n erne

5

Cus omer suppor serv ces

4

Q11. What are the current barriers or challenges you have for your telecommunication services?

NA

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

WF , so add ona n erne and mob e phone usage

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing?

Rema n ng he same

Q14. How do service reliability issues, including outages and natural disasters impact you?

NA

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable ? What improvements should be made for these services?

Yes

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

Yes

Q17. Are you aware of your consumer rights when it comes to telecommunication services? Yes

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

NA

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? Yes

Q20. What other information is needed?

NA

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

Feedback from friends who have come to stay in Parkes - other service providers other than Telstra should have been reception in Parkes and the Shire.

Q22. What type of provider do you have? NBN fixed wireless

Q23. Who is your service provider? Telstra



Respondent No: 7

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 13:13:44 pm

Last Seen: Sep 28, 2021 13:13:44 pm

IP Address: n/a

Q1. Name

Q2. Contact number

Q3. Contact email

Q4. Your address

[REDACTED]

Q5. Are you having internet issues?

Yes

Q6. Are you have mobile phone issue/s?

Yes

Q7. Who is your current mobile phone provider?

Tesra

Q8. Is this for your business or for private use?

Both

Q9. What does your service provider charge per month?

no answered

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

Home / office internet

2

Mobile telephony / internet

0

Customer support services

1

Q11. What are the current barriers or challenges you have for your telecommunication services?

We have no mobile phone range which causes great stress and frustration for our farming business and the local community. Internet services via satellite broadband are adequate but not reliable or optimal.

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

There has been an increased usage due to online schooling and more business being done online.

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing?

Increasing

Q14. How do service reliability issues, including outages and natural disasters impact you?

Our and neighbors only reliable communication tool and therefore very important to us. The wifi can be slowed by weather and traffic which impacts wifi calls and internet access.

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable ? What improvements should be made for these services?

No. The same options available are not sufficient to run a business from and we keep having to work around the problem. As a farming business, we are unable to use many of the new technologies available such as GPS, weather monitoring and livestock management systems. To take advantage of online livestock auctions and market reports we have to be at the house to access them which is impractical and inefficient. The reliability of the services is poor and impacts on meetings and is not always possible to do online banking. The costs of getting some improvements in connectivity is high and seems discriminatory. The regional customers have to pay for boosters and smart to receive a basic service. The costs prohibitive for many and therefore most can not take advantage of any smart improvements available.

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

We were completely unsure where to start when selecting an internet provider. It seemed impossible to get independent, expert advice on what solutions are available. When we have had private companies come to advise us, it was difficult to ascertain if the expensive modifications would be worthwhile. In our situation, we decided to have \$10,000 for an extra 200m of mobile phone range from the house was not worthwhile as it did not help solve the majority of our safety and efficiency issues.

Q17. Are you aware of your consumer rights when it comes to telecommunication services? No

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

It is very difficult to know where to go with your communication issues. Having a central body with an understanding of regional issues would be beneficial.

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? No

Q20. What other information is needed?

A clear outline of which service providers are available in regional areas, what they are able to offer and the speed and reliability of their service. As a "ayman" it is very hard to understand what is out there and I found this information very difficult to find.

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

In Baidry we are extremely concerned about the lack of mobile phone range. We are on the main transport corridor between Parkes and Dubbo and have a large amount of transport traveling through our district. In addition to the trucks, there are a large number of tourists who use this corridor. We are also very concerned with the bushfire danger in our district and the impact of no mobile phone reception. The mountain ranges in the Goobang National Park, combined with the power lines supplying the North Parkes mine have run through what is a very high fire danger risk. In the event of a fire, the only way to raise the alarm would be to drive back to the house which was essential. Finally, farming and mining are such big industries in Australia and major exporters contributing to the economy. It seems so wrong that we have to fight for basic communication services to improve the productivity, efficiency and safety of our businesses.

Q22. What type of provider do you have? Same

Q23. **Who is your service provider?**

Net for Sa e e In erne and Te s ra for and ne and mob e
phone.



Respondent No: 8

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 13:23:40 pm

Last Seen: Sep 28, 2021 13:23:40 pm

IP Address: n/a

Q1. Name

Q2. Contact number

Q3. Contact email

Q4. Your address

[REDACTED]

Q5. Are you having internet issues?

No

Q6. Are you have mobile phone issue/s?

Yes

Q7. Who is your current mobile phone provider?

Vodafone and Tesco

Q8. Is this for your business or for private use?

Both

Q9. What does your service provider charge per month?

\$120

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

Home / office internet

4

Mobile phone / internet

0

Customer support services

2

Q11. What are the current barriers or challenges you have for your telecommunication services?

Reception is erratic at home. A so erratic anywhere outside of home. I work in agriculture so I have reception issues at home. I run the business so I have many hours in the car where I could be taking/making calls but can't do so on reception.

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

I have increased my reliance on internet. Thankfully I have been using broadband from Parkes and they have good speeds.

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing?

Increasing

Q14. How do service reliability issues, including outages and natural disasters impact you?

Power outages affect my ability to use the internet

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable ? What improvements should be made for these services?

In remote areas accessible and affordable at the home. The mobile phone network is not ideal and is expensive for what I get

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

Get me some support on my mobile phone please!

Q17. Are you aware of your consumer rights when it comes to telecommunication services? Yes

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

I said yes.

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? No

Q20. What other information is needed?

A full range of options/processes. I only found out about the local guy from Bwave through friends but they are awesome for rural fixed internet. I drove a drone in Israel from the farmhouse with me other day. Very good speeds

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

A mix of commercial and government infrastructure (back to the future perhaps) however the government should consider investing in areas of high agricultural production that have low population numbers. It will never make sense for private companies to do that.

Q22. What type of provider do you have? NSW fibre to node or house

Q23. Who is your service provider?

Bwave for internet and they are great. Tesco for mobile data and they have an ok network. Vodafone for mobile phone because they have towers where Tesco doesn't and I can often call from the Tesco mobile modem when I have no Vodafone service



Respondent No: 9

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 15:33:55 pm

Last Seen: Sep 28, 2021 15:33:55 pm

IP Address: n/a

Q1. Name

Q2. Contact number

Q3. Contact email

Q4. Your address

[REDACTED]

Q5. Are you having internet issues?

No

Q6. Are you have mobile phone issue/s?

Yes

Q7. Who is your current mobile phone provider?

Amays m

Q8. Is this for your business or for private use?

Pr va e

Q9. What does your service provider charge per month?

\$40.00

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

ome / off ce n erne

4

Mob e e ephony / n erne

3

Cus omer suppor serv ces

2

Q11. What are the current barriers or challenges you have for your telecommunication services?

When I go NBN I was o d I cou dn have a Fax. and I had o rep ace my 3 Land ne phones

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

I has ncrease dueb o he ockdown.

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing?

Rema n ng he same

Q14. How do service reliability issues, including outages and natural disasters impact you?

I s mpor an n h s hus dff cu Vrus me.

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable ? What improvements should be made for these services?

They wou d be be er f one cou d keep and use h s Fax.

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

I don't know. A source is a worry for Telstra NBN is so d.

Q17. Are you aware of your consumer rights when it comes to telecommunication services? No

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

Email or mail this info, probably make as some order ones are not computer era e.

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? Yes

Q20. What other information is needed?

Connection options, data limits and speeds.

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

Thank you.

Q22. What type of provider do you have? NSW fibre to node or house

Q23. Who is your service provider? Telstra NBN



Respondent No: 10

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 15:37:15 pm

Last Seen: Sep 28, 2021 15:37:15 pm

IP Address: n/a

Q1. Name

Q2. Contact number

Q3. Contact email

Q4. Your address

██████████

Q5. Are you having internet issues?

Yes

Q6. Are you have mobile phone issue/s?

No

Q7. Who is your current mobile phone provider?

Tes ra

Q8. Is this for your business or for private use?

Pr va e

Q9. What does your service provider charge per month?

Too much

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

ome / off ce n erne

0

Mob e e ephony / n erne

3

Cus omer suppor serv ces

2

Q11. What are the current barriers or challenges you have for your telecommunication services?

Weak connec on

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

No changed much

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing?

Rema n ng he same

Q14. How do service reliability issues, including outages and natural disasters impact you?

Frus ra ng annoy ng

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable? What improvements should be made for these services?

I was prom sed a fas er serv ce when s gned up for he nbn bu ha has no been he case

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

I have no idea of other providers or if they are any good in my area

Q17. Are you aware of your consumer rights when it comes to telecommunication services? No

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

I don't know would not understand and print material perhaps a well advertised face to face info session

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? No

Q20. What other information is needed?

Info for sensors simplified and dumbed down

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

Don't know

Q22. What type of provider do you have? NSW fibre to node or house

Q23. Who is your service provider? Telstra



Respondent No: 11

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 15:43:31 pm

Last Seen: Sep 28, 2021 15:43:31 pm

IP Address: n/a

Q1. Name

Q2. Contact number

Q3. Contact email

Q4. Your address

[Redacted]

Q5. Are you having internet issues?

Yes

Q6. Are you have mobile phone issue/s?

Yes

Q7. Who is your current mobile phone provider?

[Redacted]

Q8. Is this for your business or for private use?

Bo h

Q9. What does your service provider charge per month?

\$85

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

ome / off ce n erne

3

Mob e e ephony / n erne

4

Cus omer suppor serv ces

2

Q11. What are the current barriers or challenges you have for your telecommunication services?

S ow a mes, Sa e e mus be over oaded

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

Borderne has ncreased our da a

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing?

Increas ng

Q14. How do service reliability issues, including outages and natural disasters impact you?

we swap from Sa e e o mob e, we have a arge genera or o cover for backou s

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable ? What improvements should be made for these services?

bo h Sa e e & mob e need up grad ng, a so need w der coverage.

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

we get by,

Q17. Are you aware of your consumer rights when it comes to telecommunication services? No

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

more information

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? No

Q20. What other information is needed?

when are they upgrading the service

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

better coverage

Q22. What type of provider do you have? Satellite

Q23. Who is your service provider? borderne & Opus



Respondent No: 12

Login:

Email:

Responded At: Sep 28, 2021 17:14:41 pm

Last Seen: Sep 28, 2021 07:02:46 am

IP Address: 1.145.12.199

Q1. Name

Q2. Contact number

Q3. Contact email

Q4. Your address

██████████

Q5. Are you having internet issues?

Yes

Q6. Are you have mobile phone issue/s?

Yes

Q7. Who is your current mobile phone provider?

Tesra

Q8. Is this for your business or for private use?

Both

Q9. What does your service provider charge per month?

48.00

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

Home / office internet

2

Mobile telephony / internet

2

Customer support services

3

Q11. What are the current barriers or challenges you have for your telecommunication services?

Too expensive for the monthly payment. No Vodafone reception once outside Parkes

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

Increased- daughter had to study university online - used excess internet monthly and very slow- zoom uses a lot of internet etc

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing?

Increasing

Q14. How do service reliability issues, including outages and natural disasters impact you?

No much

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable ? What improvements should be made for these services?

Un m ed n erne wou d be good we are on a farm and have o use a mob e dev ce for n erne - oo expens ve- no vodaphone serv ce- we have no broadband

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

No

Q17. Are you aware of your consumer rights when it comes to telecommunication services? Yes

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

Refer o on farm ava ab y of serv ces- e non own res den s are never men oned

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? No

Q20. What other information is needed?

Ma drop

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

Peop e on farms

Q22. What type of provider do you have? no answered

Q23. Who is your service provider? Te s ra ne gear por ab e dev ce vodaphone No sa e e no cab es no nbn



Respondent No: 13

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 18:45:00 pm

Last Seen: Sep 28, 2021 18:45:00 pm

IP Address: n/a

Q1. Name no answered

Q2. Contact number no answered

Q3. Contact email no answered

Q4. Your address no answered

Q5. Are you having internet issues? Yes

Q6. Are you have mobile phone issue/s? No

Q7. Who is your current mobile phone provider? Tes ra

Q8. Is this for your business or for private use? Pr va e

Q9. What does your service provider charge per month? no answered

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

ome / off ce n erne 1

Mob e e phony / n erne 2

Cus omer suppor serv ces 1

Q11. What are the current barriers or challenges you have for your telecommunication services?

Language of suppor serv ce personne . T me akes o access and have suppor over he phone.

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

Needed more as work ng and Learn ng from home

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing? Rema n ng he same

Q14. How do service reliability issues, including outages and natural disasters impact you?

Unab e o use n erne for work re a ed reasons. No home phone ne we re y on mob e ower o s ay connec ed

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable ? What improvements should be made for these services?

Maybe. Loya y o prov ders s no rewarded.

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

No sure. Need easy to understand and comparable information from all providers. Using the same language and format.

Q17. Are you aware of your consumer rights when it comes to telecommunication services? No

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

Pamphlets

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? No

Q20. What other information is needed?

Options for local support

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

Just because we are regional doesn't mean we should be punished. Improving our support and access should be a priority

Q22. What type of provider do you have? NSW fibre to node or house

Q23. Who is your service provider? Telstra



Respondent No: 14

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 19:04:45 pm

Last Seen: Sep 28, 2021 19:04:45 pm

IP Address: n/a

Q1. Name

Q2. Contact number

Q3. Contact email

Q4. Your address

[REDACTED]

Q5. Are you having internet issues?

Yes

Q6. Are you have mobile phone issue/s?

Yes

Q7. Who is your current mobile phone provider?

Tesra

Q8. Is this for your business or for private use?

Private

Q9. What does your service provider charge per month?

\$300 for 2 mobiles

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

Home / office internet

0

Mobile telephony / internet

0

Customer support services

1

Q11. What are the current barriers or challenges you have for your telecommunication services?

Lack of service. Mostly have 1 bar of service. Making difficult to make calls and working from home near impossible with poor bandwidth

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

Increased with trying to work from home

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing?

Increasing

Q14. How do service reliability issues, including outages and natural disasters impact you?

Unable to work professionally with calls dropping out and inability to attend on meetings

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable ? What improvements should be made for these services?

More owners need to be available. I had better phone service when I lived 25km from Parkes. The service is now so ridiculous

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

No

Q17. Are you aware of your consumer rights when it comes to telecommunication services? Yes

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

.

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? Yes

Q20. What other information is needed?

.

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

More owners to improve service

Q22. What type of provider do you have? NBN fixed wireless

Q23. Who is your service provider? Tangerine



Respondent No: 15

Login:

Email:

Responded At: Sep 28, 2021 19:42:43 pm

Last Seen: Sep 28, 2021 09:24:57 am

IP Address: 101.191.50.78

Q1. Name

Q2. Contact number

Q3. Contact email

Q4. Your address

[REDACTED]

Q5. Are you having internet issues?

Yes

Q6. Are you have mobile phone issue/s?

Yes

Q7. Who is your current mobile phone provider?

Tesra

Q8. Is this for your business or for private use?

Boh

Q9. What does your service provider charge per month?

\$230

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

Home / office internet

2

Mobile ephony / internet

2

Customer support services

1

Q11. What are the current barriers or challenges you have for your telecommunication services?

Lack of reliable reception for mobile phones and internet - drop outs, low quality - no services, satellite internet, dropped out phone calls, need to resort to a regular basis

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

It has increased significantly with each day very via zoom, more time at home has resulted in increased use of internet and video calls to family

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing?

Increasing

Q14. How do service reliability issues, including outages and natural disasters impact you?

Our internet generally stops working

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable ? What improvements should be made for these services?

No. Cons s en re ab e mob e and n erne serv ces 24/7 are requ red o ensure safe y and con ac ab y of peop e l n rura areas such as ours par cu ar y as we ge o der.

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

No. My unders and ng s ha Te s ra s he on y prov der who serv ces our oca on, so here s no cho ce.

Q17. Are you aware of your consumer rights when it comes to telecommunication services? Yes

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

N/a

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? Yes

Q20. What other information is needed?

Independen Compar sons nforma on abou d fferen prov ders

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

S ra eg c deve opmen of exchanges ha are equ pped w h adequa e nes o prov de mob e and n erne serv ces n o he fu ure

Q22. What type of provider do you have? NBN f xed w re ess

Q23. Who is your service provider? Te s ra



Respondent No: 16

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 20:08:49 pm

Last Seen: Sep 28, 2021 20:08:49 pm

IP Address: n/a

Q1. Name

Q2. Contact number

Q3. Contact email

Q4. Your address

[REDACTED]

Q5. Are you having internet issues?

Yes

Q6. Are you have mobile phone issue/s?

Yes

Q7. Who is your current mobile phone provider?

Tesra

Q8. Is this for your business or for private use?

no answered

Q9. What does your service provider charge per month?

80

Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs)

Home / office internet

2

Mobile telephony / internet

3

Customer support services

2

Q11. What are the current barriers or challenges you have for your telecommunication services?

Speed and reliability

Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed?

Yes, I work from home and having the kids home school and sharing the internet was difficult.

Q13. Do you see your future usage of these services decreasing, remaining the same or increasing?

Remaining the same

Q14. How do service reliability issues, including outages and natural disasters impact you?

Usage impact. Recently had an outage for nearly 8 weeks as a result of multiple cancelled appointments.

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable? What improvements should be made for these services?

No. The infrastructure needs improving, but due to the internet users is not considered high priority.

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

Providers are adequate but the infrastructure is not.

Q17. Are you aware of your consumer rights when it comes to telecommunication services? Yes

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

No sure

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? Yes

Q20. What other information is needed?

Nothing

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

Infrastructure in general needs updating both mobile and fixed network services. The smarter population tends to mean we are not considered high priority.

Q22. What type of provider do you have? NSW fibre to node or house

Q23. Who is your service provider? Telstra



Respondent No: 17

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 22:03:48 pm

Last Seen: Sep 28, 2021 22:03:48 pm

IP Address: n/a

| | |
|--|--|
| Q1. Name | no answered |
| Q2. Contact number | no answered |
| Q3. Contact email | no answered |
| Q4. Your address | no answered |
| Q5. Are you having internet issues? | Yes |
| Q6. Are you have mobile phone issue/s? | No |
| Q7. Who is your current mobile phone provider? | Te s ra |
| Q8. Is this for your business or for private use? | Pr va e |
| Q9. What does your service provider charge per month? | \$110 for home phone and n erne , \$50per mob e serv ce. |
| Q10. Please rate your current telecommunications services (0-poor to 5 exceeds my needs) | |
| ome / off ce n erne | 2 |
| Mob e e ephony / n erne | 4 |
| Cus omer suppor serv ces | 0 |
| Q11. What are the current barriers or challenges you have for your telecommunication services? | |
| pay ng h gh pr ces for very s ow, pa chy n erne | |
| Q12. With reference to the COVID-19 pandemic, how has your usage of digital services (Internet, Streaming Services etc) changed? | |
| usage has skyrocke ed bu he n erne has been so bogged down and s ow | |
| Q13. Do you see your future usage of these services decreasing, remaining the same or increasing? | |
| Rema n ng he same | |
| Q14. How do service reliability issues, including outages and natural disasters impact you? | |
| When n erne usage s h gh dur ng s orms ec becomes s ow and drops ou a o which means we have roube access ng nforma on espec a y s nce 95.5 RokFM (oca rad o s a on) drops ou as soon as ra ns. | |

Q15. In your opinion, are the telecommunications services you need in your area accessible and affordable ? What improvements should be made for these services?

NO is too expensive for the poor service provided. Make NBN faster and more reliable, maybe get rid of the old copper wires so we can use fibre since we are just a small country town whereas the city siders get optical fibre to their houses.

Q16. Are there appropriate services, options and vendors available to provide the telecommunications services you require ? What additional information / support do you need to identify, choose and access the connectivity options you required ?

don't know

Q17. Are you aware of your consumer rights when it comes to telecommunication services? No

Q18. If not, how could the Government assist you in understanding and using your consumer rights?

Don't know

Q19. Is there sufficient public information available on connection options, data limits and speeds for you to make informed decisions? Yes

Q20. What other information is needed?

Don't know

Q21. Are there any other matters that should be considered for regional telecommunications and why are they important?

get rid of the signal back spots between country towns. City suburbs have full coverage, so opening country folk as second class citizens, our axes are just as important as city folk.

Q22. What type of provider do you have? NSW fibre to node or house

Q23. Who is your service provider? Telstra
