

# Eyre Peninsula Regional Telecommunications Gap Analysis Survey

Response from Wudinna District Council – organisation wide input.

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This your opportunity to have your say on regional telecommunications issues. Read the Committee's issues paper and respond to the below questions. You can address all of the questions or just those that are relevant to you. Your comments are also not limited to these questions.

What are the main barriers to people in regional communities increasing their use of digital technologies?

- Black Spots – service issues with Optus /Telstra in remote areas.
- Drop outs (VAST/Satellite)
- Lack of providers. i.e. Telstra seem to be the only option which results in less infrastructure shared between companies. Lack of options when trying to compare prices and getting 'best deal' available for services provided.

Can you think of possible solutions to overcome these barriers?

- Community wireless connection
- Mobile service upgrade.

What consumer category are you?

- Government

How are you currently using your broadband service and how do you believe you can benefit from using this technology?

- Wudinna District Council currently has multiple ADSL lines.

What data-intensive activities are occurring in regional, rural and remote Australia?  
What digital technologies are needed for these?

- Data-intensive activities cover Health, Education, Business, and Government.
- Digital technology required to enable competitive business and community growth.
- Sporting clubs and leagues starting to have increased online requirements with peak demands on services around fixtures and spectator interests and preferences.

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How do you think regional businesses can better utilise digital technologies to maximise economic benefits?

- Cloud storage (less requirement on need for hardware)

What can be done to improve access to and uptake of telecommunications services in remote Indigenous communities?

Can you think of any practical examples of how communications services can improve the well-being of people in remote Indigenous communities?

Do you believe you have the skills to get the most from your digital technologies?

- Yes

What skills do you need to get the most from your digital technologies and where do you believe you can learn them?

How would you currently rate telecommunications services on the Eyre Peninsula from 0-10 (0 = Poor 10 = Excellent)

NBN: 1

Mobile Network: 5

Fixed Line Network: 6

What is the main service you are having an issue with?

NBN Yes. Can't get it in Wudinna (Satellite service only)

Mobile Network Yes. Unreliable and patchy. Issues with drop outs, blackspots and overload problem.

Fixed Line Network

Have you had ongoing issues affecting your satellite or fixed wireless broadband service?

When did you become aware of any issues you are having?

Please describe the nature of the issues you have experienced and how you have overcome them.

If you are in an area with access to the Sky Muster satellite service and you have not taken it up, why not?

- Unreliable service compared with ADSL2

What economic or social indicators do you think could be used to guide investment to further improve mobile coverage?

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Is information readily available to you regarding how to use devices to improve mobile reception in areas with poor coverage? Eg. information about external antenna equipment?

- No

What emerging digital services will be of most benefit to regional businesses and what are the data needs of these services?

If you are not using a broadband service available through the NBN, which service are you using?

- ADSL 2

How can more competition be encouraged in the provision of broadband services in regional Australia?

- Offer different providers infrastructure or incentives.

Do you have anything else you would like to raise?

- Need to get the NBN, Wireless and Satellite service right
- There are other rural and remote areas that have better coverage and access than those that are available on the EP.