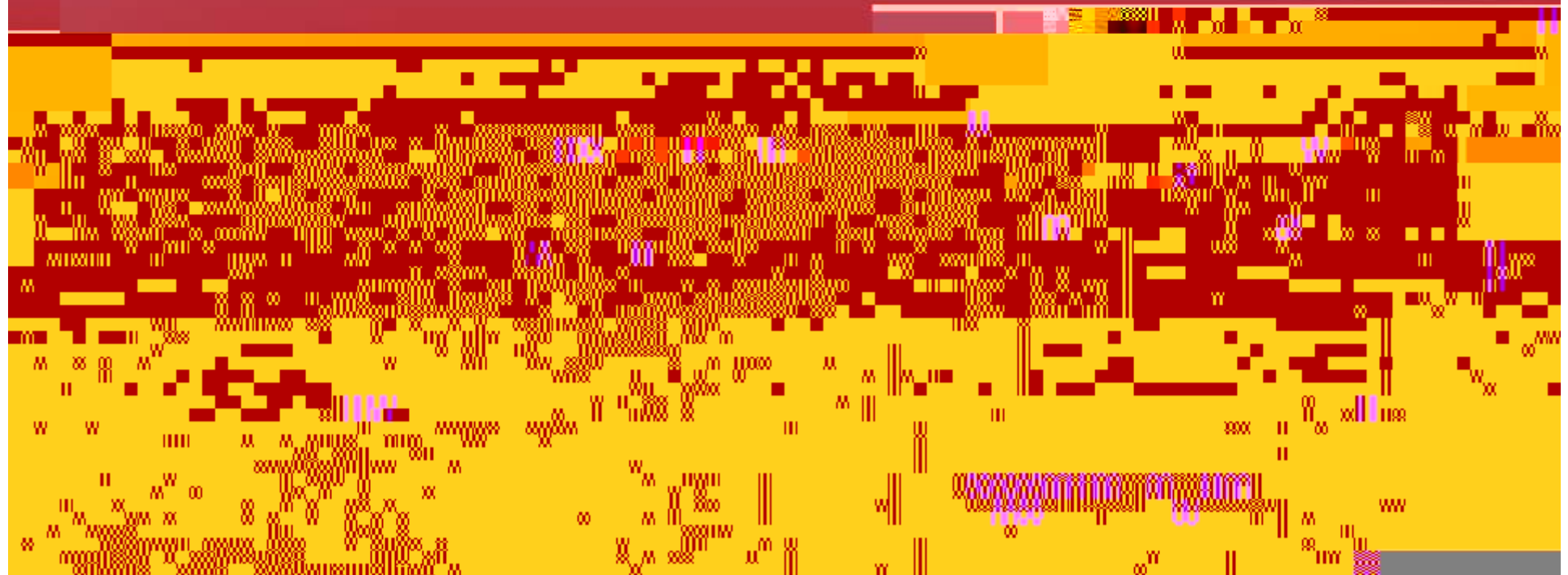




Australian Government

Regional Telecommunications Review





- Genuine desire across regional Australia for access to faster, more affordable and more reliable broadband services.
- The digital economy involves harnessing widespread broadband to improve the delivery of services.



- Still uncertainty about what will be able to be achieved over the NBN Co satellite service.
- To help address this, the Review will:



- A strategic approach to participating in the digital economy.
- People should not be waiting for the NBN rollout in their areas in order to participate in the digital economy.



- Considered essential for people to run businesses, to encourage tourism and growth, and to have reliable communications in emergency situations.
- The mobile phone coverage footprint is approaching, or has largely reached, the limits of commercial viability.



- The cost of deploying mobile base stations in rural and remote areas is high.
- Construction of towers in regional areas for the NBN's fixed wireless network presents an opportunity to improve mobile coverage.
- Recommend a co-investment program with an emphasis on



- Regional Australians have consumer issues that are much the same as those living in urban areas

customer service issues

problems with contacting service providers

problems with complaint handling

lack of consumer awareness.



Indigenous Communications

- Telecommunications can provide significant improvements to the economic social participation of Indigenous



- Recommend the continuation of the Indigenous Communications Program.
- It should include tailored, localised training solutions and recognise the increasing use of mobile devices among Indigenous Australians.