

One month ago I changed from the Interim Satellite Service to the Long Term Satellite Service. In that month I have experienced considerable more internet connectivity issues than in all the years I was on the Interim Satellite Service and the satellite service prior. It is very much weather sensitive and does not offer a sound and reliable internet service. I do not live in an area that is serviced for mobile phone connectivity. I must have a landline to make phone calls. The landline offers voice communication that is instant with no delay and this is important whether discussing business, conducting education lessons or just having personal conversation. Our ability to make voice contact should not be considered an 'in emergency situation' type of delivery but should be able to expect the same as our city cousins as we have already been able to enjoy that type of communication. When infrastructure fails us, whether landlines or internet service there should be without doubt a maximum repair time frame in place that doesn't unduly affect our lives. I was once without a landline for more than three weeks, with two children requiring phone lessons for their distant education. This three weeks was also during the wet season. I did not always have internet connectivity but this at least gave me another line of communication to the outside world. Please do not assume that the improvement in technologies extend to the remote and isolated areas of our nation where families do live. Please do not assume that the products perform in our remote locations as they do in the cities. Please do not step aside from the obligation to provide credible, reliable and multi modal types of communication systems currently available to us. In cases of emergency or just in our everyday lives we should be able to feel confident that we can communicate to whoever we please, when we please and how we please...just like our city cousins.