

We have been on Skymuster since July 2016. Although it is a massive improvement on the ISS, it is still nowhere near reliable enough to use as our only form of communication: - Regular short outages of several minutes in duration are ongoing - Occasional long outages of up to a week are still occurring - It does not work without power, while our landline does - The latency averages about 800ms (as measured over the last 6 months using PingPlotter software). The latency makes communication in calls a lot harder due to the nearly 1 second delay. I have been unable to use a VOIP phone for business purposes due to this. I would hate to be in an emergency situation relying on Skymuster for a voice service. - We are lucky to receive 1 bar mobile reception on a few locations on our farm, however it also drops out to zero bars regularly especially with weather issues - Our copper landline is therefore our only communication tool that is reliable enough for our location. It works without power, there is no latency or quality issues to make a stressful emergency situation even harder, and it works no matter the weather. I also question what happens when you run out of your monthly data quote on Skymuster - will voice services still work? The low data issue needs to be resolved by NBNco first before voice services can be moved to Skymuster. For example, we are only allowed one Skymuster connection per premise - despite us running two separate businesses each with over \$1 million turnover, as well as our personal internet requirements from our farm house. If Skymuster is "the answer" for regional areas, we need much increased data limits to cater for the business and personal requirements of a typical farm. I strongly object to your wording regarding the "choice" we make as farmers and agricultural professionals to live outside cities. There are always "trade offs" with where you live, however the ability to access basic communications should not be denied to farmers, surely?