

I have been in the telecommunication industry for 50 year PMG Telecom Telstra NEC aust Installing maintaining and managing corporate and government PABX systems. And my own business for the last 23 years Far North Telecomms Installing maintaining and managing PABX and small business telephone systems. now retired and involved in our business Wildcard Art. While I believe not a meter more of copper should be installed in Australia I am concerned that to replace services with sky muster voip is a very naive proposal. Please consider as i have installed hundreds of small business telephone systems over the last 23 years in Regional rural and remote North Qld. I am unable to see how a small business in a rural town could maintain adequate service and a high standard of customer service using voip on sky muster especially to other local clients and customers also using voip on sky muster. Smooth no lag no echo no talking over the other conversation is vital when dealing with customers. My experience is most small business have 4 to 6 exchange lines(PSTN or ISDN) and 6 to 10 extensions. If using voip that would relate to 4 to 6 sip lines or if the business uses a remote cloud based voice server 6 to 10 sip services. given that NBN co. FUP only allows for a max of 75 gig per month and if exceeded the service would be slowed for possibly weeks to 128/128Kbs leaving a business with possible one phone service at a time and almost no internet. How would this business survive. By all means stop the copper but replace it with fibre or Fixed Wireless at least. The latency on High orbit satellite Sky Muster and the NBN FUP would render small business into bankruptcy. I believe the precious finite resource Sky Muster should be used only where the is no other option . Thus the data allowances could be increased to somewhere near to the NBN boasted 109 gig per month average the sky muster FUP RSP average is not to exceed 30 gig dwn 5 gig up that is what 32% of NBN av customer

I would like to point out the inequity of NBN satellite its inequity of data download and the cost inequity forced onto RSP to limit the down load up load average 30g down 5 gig up per 4 week rolling period. NBN FUP. Regional and rural Business and families especially small family businesses would easily exceed the limit. Many would prefer to use adsl 2 rather than satellite due to the cost of data allowances on satellite . The USO allows for what would not be commercial viable adsl to be maintained. I have attached a letter of concern to families and small business in my area effected by the omission for unknown reasons of a fixed wireless NBN in our area. I hope it is of relevance.