

I must ask in the strongest possible terms that you do not recommend getting rid of landlines or remove our right to have them fixed in a timely way. In fact, the USO needs to be strengthened to extend this right to those whose landlines are not copper but something else like NGWL. For tens of thousands of people in Australia reliable mobile coverage is only a dream. These same people get internet via satellite. Using Skymuster as a substitute for landlines might be theoretically possible but in the real world you would not want it to be your only option in an emergency. Skymuster is frequently down for scheduled maintenance, this usually occurs between 1-6am, but so do emergencies. It's routinely down or degraded for unscheduled & unexplained reasons. The original plan had far fewer people on Skymuster than are now planned. Qantas will be using it now, too, and who else into the future? There will be many more connections than it was originally designed for & congestion will lead to degraded service. Power failures, planned or not, and lightning strikes will also make Skymuster unusable for an individual needing to make an emergency call. The telecommunications minister has declared Skymuster a success but I urge you to look more closely at the experiences of those who actually use it. You will find it is not reliable, certainly not reliable enough to provide someone's only phone service. In support of this submission I ask you to see real users' experiences - not spin, theoretical or cheapest ideas - here: <https://www.facebook.com/groups/BIRRR> or you could ask The Country Hour or Local Radio in each state to give you a talkback session where users ring in with their experiences - you will be swamped.