

I have enjoyed a Plain Old Telephone Service at a location that was connected directly to the exchange since 1960, and have not experienced any outages beyond a few minutes while technicians were actually working on the lines. By contrast the electricity supply here has been cut for over 30 hours at one time and for several hours at a time on several occasions including at least one "planned" outage (ie beyond the battery life of a typical mobile phone on hold to an overloaded call centre). With FTTN I will not have access to a telephone service that would work in the event of a power failure. Without access to a telephone services guaranteed to work in the event of a power failure under a future Universal Service Obligation, it will be unfeasible for people to have such access. Also data access consisting of only "up to" speeds with no minimum standard of service will leave some people unable to get an acceptable data service, which is overdue for being included in a Universal Service Obligation. The Mass Service Disruption exemptions that can be claimed by Telstra without their being any means to challenge the fairness of such declarations also make a mockery of any Universal Service Obligation.

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