

We live in a metropolitan area that recently went live with NBN FTTN. Fixed exchange connected telephone services will be 'cut off' in approximately 1 year for all residents whether they take an NBN service or not. Although in a major city, parts of this area are also mobile 'black spots' where mobile voice connections cannot be made from the place of residence. The Telecommunications Universal Service Obligation Productivity Commission Draft Report describes the technology developments and usage patterns that are 'are transforming the ways in which people live, work and play'. This is clearly true. The report also states that "NBN infrastructure will have an intrinsic capacity to provide a high quality telephone service — Voice Over Internet Protocol (VoIP)" In my professional engineering opinion, this is not true. NBN infrastructure will have the potential to provide a high quality telephone service, however in times of blackout, system overload, electrical disturbances, etc. this potential rapidly declines. The switch-over to VOIP without a functional mobile voice service may become a life threatening situation in times of blackout, emergency, disaster etc. Therefore I submit that as a minimum the USO should mandate that all mobile service providers should upgrade their networks to remove mobile coverage black spots for anyone forced off the fixed line telephone service by an NBN roll-out.