

We live 119kms from the nearest town in Far West NSW. We have had sky muster satellite for 7 months and whilst initially we noticed an improvement in speed, it has become increasingly unreliable with drop outs occurring on a daily basis. We use the internet for the farm business and an extra online book keeping business, education, health, voluntary organisations and also in a social capacity. Our plan is capped at 65gb peak under NBN's fair use policy and once data for the month is used our capacity is slowed to snails pace. We live in a 15,000sq km mobile black spot which also encompasses a remote school that our children attend. For the two week period in November our electricity dropped out 4 times, for numerous hours each time. We have a DRCS landline for voice communication that has only dropped out twice in the past 15 years. It is critical that a USO remain in place for this landline. Any suggestions within the draft report by academics that sky muster is suitable for VoIP needs to be dismissed by the productivity commission as sky muster is simply too unreliable to be able to offer standard telephone service 24 hrs a day. There are many vacant homesteads in the area with a functioning landline that works without reliance on electricity. Police and locals have been known to use these homes to place a call either in an emergency, illness or storms. Living in a remote area often requires reliance on different sources of communication at any given time, I therefore do not support the suggestions in the draft report that premises with mobile service will manage having sky muster VoIP. In a bush fire (to use an example) the mobile infrastructure may be destroyed so that leaves just sky muster VoIP to rely on and we've already established sky muster is not a reliable telephone service. A landline USO needs to remain for EVERY premises reliant on sky muster. In closing, I invite you to hold at least one public hearing in a remote sky muster area.