

Good morning Commissioner Lindwall

I live on my farm at Upper Piambong, 24kms from Mudgee, NSW. On Friday I received the Mudgee Guardian and learnt that your Commission was holding hearings in Dubbo today. I joined NBN Satellite Service in December and grew concerned about the inequity of service and cost between fibre and satellite users.

On 16th January I sent the following emails to the Minister for Communications and the Minister for Regional Communications:

"Good morning Minister

I am deeply concerned about the economic and service features discrimination between Australians on the NBN Fibre Network and those like me forced by you to use the NBN Sky Muster Satellite .

Why is it so ? Our Federal Government owns both services - in effect you discriminate between Australians living in cities and towns and those Australians living on the land - like me - who have no option other than to use satellite - WHY because our government will not bring fibre to our properties.

Prior governments brought us telephone lines - why don't you bring fibre - likely because you don't care so you are happy to give us the more costly and grossly less efficient Satellite - "We are one" ? we pay the same taxes BUT we don't get the same service from our Government !

At Piambong we had likely the worst ADSL system- you could get a cup of tea whilst waiting for the download to work.

Then we were advised the NBN Satellite Plans were available to us in Piambong - fantastic BUT:

NBN Sky Muster Monthly Plan - 35GB Peak with "Bonus" 60GB - Speed up to 12Mps - pay \$49.95 plus \$5 if you want speed up to 25Mps - looked fantastic BUT then I learnt the "Bonus" 60GB "off Peak can only be used between 1.00 am and 7.00 am !

Some Bonus - **BULLDUST** - strangely we are asleep and get up early to work - NOT WATCH TV

Compare that to:

NBN Fibre Broadband & Fixed Wireless Monthly Plan - 250GB - NO Peak or Off Peak - City and town people can use **it any time of day and only pay \$49.95 plus \$10 if you want speed up to 25Mps or \$20 if you want speed up to 50Mps.**

I am OBE, over bloody eighty and sick and tired of the many inequities imposed on the Bush - "We are one" ? we pay the same taxes BUT we don't get the same services from our Government !

Surely Minister this is blatantly inequitable - **SEVEN times more capacity and 100% more speed**

What are you going to do to remove this gross inequity ?

This past weekend I have read with interest your draft report - speaking bluntly - you appear to focus on the principle of equity with respect to a basic telecommunications service and the **cost to the community of achieving a minimum universal service BUT you ignore** this blatant inequity to 3% of NBN

Users - **SEVEN times more capacity and 100% more speed for the same cost.** I should point out that our Productive Contribution to Australia's Economy is much greater than your 3%

I respectfully suggest that the minimum you should recommend to improve the NBN Satellite service is for it to provide:

250GB - NO Peak or Off Peak - So all Australians can use it any time of day and only pay \$49.95 plus \$10 if you want speed up to 25Mbps or \$20 if you want speed up to 50Mbps.

Your draft report states that at this stage, the Commission has not made a judgment about the adequacy of NBN's satellite voice services from an acceptable baseline perspective, and is seeking further feedback on this issue.

So I respectfully ask you to accept my submission - and ask you - What are you going to do to remove this gross inequity ?

Sincerely

Bob

Bob Lamond OBE!?
Piambong 2850
AUSTRALIA