

**Palmer, Tamara (REPS)**

From: Claire Stock & Steve Connor
Sent: Saturday, 26 February 2011 10:57 PM
To: Committee, IC (REPS)
Subject: Inquiry into the role and potential of the NBN

Kindly accept my comments for the NBN inquiry in relation to some of your Terms of Reference (TOR).

My opinion is that Australia is lagging in telecommunications services, particularly compared to North America where Internet services are more affordable, faster and include unlimited data each month.

Living in regional Victoria, I pay significantly more each month for wireless Internet service than urban ADSL residents. They benefit from increased data quotas and have the ability to watch Internet movies plus they don't have their service drop out due to weather, mountains interference, etc.

Moreover, I only live 4 km from a township of 3000 people who can connect with ADSL and there's a sacred Telstra easement on the front of my property to service towns in the region, but our household does not benefit from a physical connection. Bravo to the NBN! (TOR a)

The roll out of the NBN should prioritise areas and residences that do not currently have quality Internet access (TOR e). Physical installation of fibre cabling is also an opportunity to limit visual pollution and provide services underground, where practical (TOR d).

As a small business owner, improved Internet service will support our operations and assist our competitiveness, locally and internationally (TOR e & f). As a parent, I am amazed at how schooling has advanced technologically over the past decade and Australia's children and students will benefit from superior connectivity of the NBN (TOR c).

While regulating Internet and telephone providers is not the realm of the NBN project, oversight is required to facilitate the 70% or so buy-in by households (I believe I heard this figure for NBN project viability but do not recall by what date). Regardless, fair pricing for services to ensure affordability and access for all Australian is essential to encourage take-up, therefore the government does have a role overseeing service providers. Build it and they will come, and be reasonable with the subscriber costs.

I look forward to a time when people of all ages, from far-reaching locations and in very different walks of life are connected simply and speedily.

Regards,

Claire Stock

Terms of Reference:

- a) the delivery of government services and programs;
- b) achieving health outcomes;
- c) improving the educational resources and training available for teachers and students;
- d) the management of Australia's built and natural resources and environmental sustainability;
- e) impacting regional economic growth and employment opportunities;
- f) impacting business efficiencies and revenues, particularly for small and medium business, and Australia's export market;
- g) interaction with research and development and related innovation investments;
- h) facilitating community and social benefits; and
- i) the optimal capacity and technological requirements of a network to deliver these

outcomes.