

From:

Sent: Monday, 12 May 2008 12:20 AM

To: remotebroadband

Subject: TRIM: submission

To whom it may concern,

The points that I wish to raise are brief but need deep analysis

1. As the grants go to ISP the ISP needs to be made responsible for equipment maintenance for the life of the service.

2. If a Co goes belly up another ISP (with a similar platform) must provide service to an orphaned customer at a reasonable cost. No 200\$ connection fee. Should be 0\$

3 A customer must have a choice to be able to switch to a more attractive plan offered by another ISP

4 The most critical is the truth regarding plan speeds. It is no good to quote a plan speed with contention issue not considered. Eg. Optus provides the following plans

256/64 actual speed achieved 180/43

512/128 actual speed achieved 480/43

Low uplink speed makes it difficult to make the full use of the download speed

5 As Testra Cu network in some remote areas is much to be desired and no mobile phone service an alternative phone service should be available to people in the bush. Contrary to what Telstra says/ claims publicly rural telephone service is a business they don't want to provide! Satellite could be used to plug this black hole but requires satellite performance should be up to scratch with a view that VOIP can be available for regular use as well as internet.

Hope these ideas are of an assistance.