



**Croydon Shire  
Council**

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20 January 2017

The Commissioner  
Productivity Commission  
GPO Box 1428  
Canberra City ACT 2601

Dear Sir,

On behalf of Croydon Shire Council, North West Queensland, I make the following submission on the Draft Report into the Telecommunications Universal Service Obligation (USO).

Croydon Shire is a large area remote rural shire predominantly utilised for cattle breeding. The stations in the Shire rely heavily on their current landline service. Council strongly urges the Commission to keep the USO in place or modify it to cater for remote rural properties.

Council's major concerns are centred around the issue with the alternate proposal to rely on the NBN. Some stations are already experiencing drop outs with the service and Council understands that repair timeframes may be as long as 90 days. Council is also advised that VOIP services should not be relied upon for emergency calls (Skymuster user guide).

Stations rely on the landline service for access to health and emergency providers and real time medical advice from the Royal Flying Doctor Service is accessed via the landline.

Importantly the landlines are relied upon for business purposes and long distance education.

Finally Council strongly disagrees with the Commission's view that the standard telephone service is declining in relevance. This is certainly not the case for remote rural stations.

Yours sincerely,

William F Kerwin  
**Chief Executive Officer  
Croydon Shire Council**



ESTABLISHED  
IN 1909  
BY THE CONSOLIDATION  
OF THE  
CROYDON DIVISIONAL BOARD  
(EST. 1888)  
AND  
THE CROYDON  
MUNICIPAL COUNCIL  
(EST. 1892)