

Dear Productivity Commission

For the USO be abolished, I hold grave concerns because I will have no entitlement for my home and schoolroom to have a fixed landline.

The Isolated Children's and Parent's Association, whom I am a member, have lobbied for considerable time for the government to have some understanding of the importance of a fixed landline phone service in the rural and remote areas of Queensland.

Our needs are being ignored. The effect of abolishing the USO has our children's education, which relies on a landline phone, being impossible to achieve. At no stage is our power supply efficient enough to use satellite internet for use as a phone. We battle daily with outages of power and internet. NBN has capped on and off peak internet so our total reliance of the internet is unsafe. We are charged way too much for our internet and can only afford minimal monthly charges. Our services such as power and internet are poor during the summer months and even through winter if storms occur. In rural and remote areas we should be able to contact emergency services at all times.

We are told the USO is too expensive to maintain. My family, my children and community in rural and remote Australia have the right to be connected to basic services like emergency services and education facilities.

The alternative suggests the use of mobile phones. Over 70% of Australia doesn't have mobile phone coverage, we have no mobile phone coverage. The alternative suggests that the NBN satellite could be our phone provider. Our internet is highly unreliable.

I have been pushed to change and upgrade my internet service for the sake of having an efficient service but at no stage do I have any confidence in the current NBN Skymuster satellite service. I had to wait three weeks for activation, my children have six Internet Connect school lessons every day through the School of Distance Education. That meant no lessons. We then battle with drop-outs and power outages daily. The landline phone is then the only form of a consistent provider for "on-air" school lessons. If the internet and power are not working my children can do their lessons over the phone with their teacher.

The current NBN satellite is NOT meeting our needs so heaven forbid if we use this service as a phone line. The draft report states NBN satellite reliability of 99.7% satellite reliability. You are so out of touch with the on ground services we are provided with in rural and remote Australia. At no stage do we have this satellite reliability.

It is extremely beneficial for my family and community living in a rural and remote area to have a fixed landline phone. Our standard telephone service is vital for our access to education, running our Agribusiness and contact to emergency services.