The ACCC is seeking your views on the following:

- How are businesses and consumers impacted by a lack of mobile coverage?
  Response:- Businesses, Consumers, Tourists, Community Residence become totally dependant on these Mobile services as soon as they become available escalating the risk to life in cases of emergency when the services fail to be resilient and met expectations. Users become dependent on the new technology and lose the ability to resort to older methods and technology.
- Would you support the provision of mobile roaming during emergencies?

       Yes – I would support the provisioning of Mobile Roaming resources during emergencies as it would provide required additional resources during the emergency.

- Where can mobile coverage be improved?
  The is a very urgent need to build much need resilience into the Mobile Network provisioning. Connectivity is only one aspect of Mobile Services. It needs to be able to delivery reliable, responsive services during emergencies. Communication and user education should include a clear message to the potential limitations and inadequacies of the networks. Current promotion and marketing sets unrealistic user / consumer expectations leading users to make decisions that may be life threating at their time of need.
  Legislation as I understanding still exists for the provision, supply and maintenance of land line services with requirements to restore within a timely manner. Does Legislation exist for Mobile Services and is it adequate?

In response to point 2 and 3 above I would like to offer the following as a point of view and firsthand experience.

Firstly it is my opinion that to just look at Mobile Coverage as the "requirement" without due consideration for resilience in the provisioning there of is falling short of being a responsible action.

But subsequent to writing the attached documents and researching how wide spread the issue is I have learnt that it is fact it is worse than first lead to believe. That some Mobile Towers will in fact start to deteriorate in their ability to keep up with performance demands within 2 hours of losing Power as a measure to conserve power and increase up time.

I do not feel that the Regional Mobile Network is getting the attention that it desperately needs in the time frame that recent pandemic. Disasters etc would demand.

I hope the above helps !

Regards

Robin Guy