



Palmer, Tamara (REPS)

From: Mumford, Vincent P
Sent: Thursday, 17 February 2011 12:12 PM
To: Committee, IC (REPS)
Subject: Inquiry into the role and potential of the National Broadband Network

Importance: High

I heard about your inquiry last night on the ABC Radio National.

I have been involved in the Communications Industry for more than 23 years and for much of that time I was dealing with Satellite platforms for remote area communications and Telstra's USO obligations.

My main inputs are as follows:

1. The build of the NBN should be prioritised towards those areas which do not have broadband available and those areas which are not served adequately. I would include anyone who cannot get a basic 8mbit/s ADSL service in this category.

Aside from the obvious early benefit to those underserved areas, we must remember that policy changes in future may reduce the scope of the NBN rollout (eg, money runs out) and so at a minimum we should be spending on these rural , remote and underserved areas.

2. There is still much talk about the NBN customers opting in or out and of course the takeup of broadband plans is important for cost recovery. I believe that if the NBN is to replace the ageing copper network, it should be made clear that we are moving to a VOIP solution and there is no room for opting out. By all means design some minimalist usage plans at low cost for customers who only need a phone service, but do not allow the retention of the copper network. The efficiency and reliability of the VOIP phones should therefore be a priority.
3. The USO emergency Services regime using VOIP needs to be made as efficient and reliable as possible and a customer physical location reading should be auto provided to the 000 operators. A solution needs to be found such as to build the location identification system into the new fixed handset and subsidise the approved handset.
4. The provision of the proposed web based National health service database could be linked to the NBN. Although I am afraid that the Government is making this service too complicated and too costly. The system creators could learn a lot from the sort of services Google provide in the cloud. Ie, with a simple identifier and password control, either the doctor or the patient should have access to the patients records in a simple file structure, accessed by easy to use programs such as MS office etc. Locating, copying, uploading and storing the data will be a problem so why not trial such a system with volunteers at some stage.? In any case the use of off the shelf components should be explored as part of the requirements.

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I want to agree with those who say that the digital economy will save time and resources. I have 30mbit/s service now at home and can effectively work from home as required. The potential savings in transportation costs and time are enormous. In particular, the low cost high bandwidth videoconferencing applications which will become available with 100mbit/s availability will be life changing.

5. I have heard that the cables being installed currently may be put underground or run on the power poles and it seems to be at the local council discretion. I would suggest removing the local councils power to intervene.

Thanks for your time.

Vincent Mumford