

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Additional Estimates Hearings February 2015
Communications Portfolio
Telecommunications Universal Service Management Agency

Question No: 9

Program No. TUSMA

Hansard Ref: Page 10, 24/2/2015

Topic: Telecommunications Connection times – Northern Queensland

Senator CANAVAN asked:

Ms Sillari: No, not at this stage. We are more focused on making sure that a service is delivered, ultimately. In many cases we have found that Telstra is very willing to pursue a whole range of alternatives to providing services in the way that may be disrupted. That is our first port of call. Then we may pursue remedial alternatives.

Senator CANAVAN: What are the alternatives for a cattle station that is not on the network?

Ms Sillari: I would probably have to look into those specifics before I could answer...

Senator CANAVAN: ...When you say that you are looking at whether it is beyond their control, do you look at the contract they have, do you look at the stocks of the equipment? Because that is another issue, presumably. If they moved to a just-in-time process they are much less reliable.

Ms Sillari: We may do that, depending on the circumstances. But normally we would be asking Telstra the upfront question of how are they are planning to provide and guarantee the provision of this service. What steps have you got and what safety nets have you got in place?

Senator CANAVAN: You have not looked at their contracts for this particular example?

Ms Sillari: Not that I am aware of. But I will look into that for you.

Answer:

The most common alternative service for properties in remote areas unable to be serviced by copper is a service provided by satellite.

We did not look at contracts in this particular example as the matter was not raised with TUSMA.