



Grahame O'Leary  
 Director  
 Communications Group  
 Australian Competition and  
 Consumer Commission  
[Grahame.oleary@accc.gov.au](mailto:Grahame.oleary@accc.gov.au)

The Regional, Rural and Remote Communications Coalition (RRRCC) are a group of like-minded organisations with the objective of making 2017 the year of delivery for better telecommunications in the bush.

To achieve this we are seeking five outcomes:

1. Guaranteed access to voice and data services;
2. Customer service guarantees that voice and data services meet minimum standards of reliability;
3. Continued programs to expand mobile coverage;
4. Fair and equitable access to Sky Muster satellite services for those with a genuine need for the service, and plans and data allowances that reflect the residential, educational and business needs of rural and regional Australia; and
5. Grants programs to develop and support digital literacy and capacity building.

The RRRCC welcomes the Australian Competition and Consumer Commission's (ACCC) discussion paper *Measures to address regional mobile issues*. We are supportive of the ACCC's proposal to update and amend the *Audit of Telecommunications Infrastructure Assets – Record Keeping Rules 2013* (Infrastructure RKR).

As noted repeatedly throughout the ACCC's Roaming Inquiry consumers in rural, regional and remote areas have a high rate of reliance on mobile services, however coverage and connectivity is well below what is demanded by these consumers. It is critical that these consumers have the ability to make informed decision about their service needs. However, transparent information about coverage and reliability are excessively hard to ascertain.

There must be improved accountability around promised network investment. One of the recurring themes from mobile network operators throughout the roaming inquiry were stated commitments to regional networks including levels of investment.

While such commitments and investment is obviously welcomed and appreciated by rural regional and remote consumers, there must also have a level accountability. For this reason, the RRRCC supports strengthening Infrastructure RKR to be utilised as a tool for increasing accountability around forward investment commitments.

Should you require any further information or consultation, we would be pleased to meet to discuss this further. Please contact Mark Harvey-Sutton, Manager of Rural Affairs at the National Farmers Federation on 02 6269 5600 or at [mharveysutton@nff.org.au](mailto:mharveysutton@nff.org.au) to arrange a time.