



24 November 2016

Australian Competition &  
Consumer Commission  
[mobileroaminginquiry@acc.gov.au](mailto:mobileroaminginquiry@acc.gov.au)

**RE: ACCC mobile roaming inquiry**

Dear Sir / Madam,

I wish to raise our organisations concerns around the ACCC inquiry into Domestic Roaming. Quantum Support Services has a history of over 30 years of providing support services to those most vulnerable in the Gippsland community.

We are an independent not-for-profit organisation, our commitment to the wellbeing of our clients is our priority.

Our mission is to deliver high quality, locally responsive services that meet the needs of individuals, families and young people experiencing disadvantage or crisis to improve their opportunities and quality of life.

Good quality mobile voice and data coverage is paramount for the safety and security of our staff, is also a vital tool for them to effectively operate out in the field, completing case forms online in remote locations.

Our staff are often working in very volatile situations and access to mobile phone coverage is critical at these times. Our clients are also extremely dependent on access to mobile technology as they are at times used as duress devices and may save their lives in threatening situations.

Ongoing investment in mobile voice and data coverage across Gippsland is crucial for our organisation. We are concerned the proposed plans being considered by the ACCC's inquiry into domestic roaming would have diabolical consequences on continued investment in regional and rural locations like Gippsland.



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We need to ensure any decisions that are made around domestic roaming do not impede the ongoing investment organisations are making. We need the continued investment that provides vital mobile coverage to help service our clients and keep our staff safe.

Please consider any decisions that discourages mobile phone carriers to invest in regional and rural Australia.

Yours sincerely



Alan Wilson  
Chief Executive Officer  
Quantum Support Services Inc

