

Connect South West

Response to

Broadband Connect Discussion Paper

And

Clever Networks Discussion Paper

January 2006

BACKGROUND

Connect South West Association Incorporated has been operating for 3 years. It was created to assist the South West of WA embrace technology. This is achieved through a variety of programs such as an IT advisor/mentoring service, basic computer training for seniors, support for community groups to access free web sites and the mysouthwest.com.au web portal which allows businesses to access low risk/low cost e-commerce options.

While these services are quite innovative, we found the take up of them was quite slow – the main reason for this was the very slow internet speeds many people in the region experienced.

We were fortunate to receive DCITA funding under the Broadband Broker program. The broker has worked very closely with communities; firstly in an education role. He has informed communities what broadband can do for them and then worked with community members to create a Broadband Demand Register.

Once demand has been created, he has then worked with providers to determine the most strategic roll out options for the region. This approach has allowed us to get ADSL into 10 communities and wireless into another 8 communities with another 8 in the development.

We feel that this experience places us in a position to be able to offer useful comment on the proposed projects as we have been involved in many aspects of what is being discussed in the discussion papers.

The South West Region of WA

Covering 12 local government areas of over 23,990 square kilometres and with a population of 136,000 the South West is the most populous and 2nd fastest growing region in WA outside Perth.



BROADBAND CONNECT

PROPOSED PAYMENT MODEL

Customer Sign Up Payment Schedule

Funding level A	> 4Mb	Own infrastructure including backhaul <i>*Includes Satellite</i>	\$5,000
Funding level B	512K - 4Mb	Own infrastructure including backhaul <i>*Includes Satellite</i>	\$3,000
Funding C	512K-1.5Mb (min 512K/128K)	existing/wholesale infrastructure	\$ 500

The above is our proposed 'Customer Sign Up Payment Schedule'. This schedule reflects a move away from a schedule that relate to a particular technology (ADSL and Satellite) as the basis for incentive payments to a schedule which provides incentives for higher level service delivery not restricting any form of technology.

Significantly, this proposal actively encourages both an increase in the benchmark of broadband services and real incentives for alternate network infrastructure roll out. By providing greater incentives for higher level service delivery, this model provides financial incentives to deliver higher bandwidth and other services at a cost to the consumer which is similar to the lower, existing bandwidth services.

It also gives providers incentives to build their own strategic infrastructure.

Funding A

This aims to provide incentives for providers to offer true broadband services and develop their own backhaul infrastructure. This will also encourage providers to deliver next generation services such as video on demand, VOiP etc. This model will also meet the objectives of Connect Australia in fostering new, competitive broadband infrastructure networks.

Funding B

This is for lower speed, last mile service delivery. This level would also include most Satellite services. This encourages providers to develop their own last mile networks.

Funding C

This funding level is for DSL resale.

Where communities are too small to still attract a provider using the above incentives, we feel at this point and only as identified as a priority by the broker, payments for infrastructure development should be made (see question 2 Broadband Paper).

Q1 How can the design and delivery of Broadband Connect be optimised to achieve long term sustainable quality broadband solutions for regional, rural and remote Australians?

Broker involvement

It is essential that the program includes broker involvement in the planning and deployment of infrastructure. This is essential if the whole “Connect Australia”(CA) program want to deliver the best outcomes for regional, rural and remote Australians.

Strategic roll out over all programs

By ensuring a broker type role in the new CA program you will ensure there is a strategic, coordinated and outcomes focused in each region of rural Australia. This will allow for increased efficiency and more effective roll out and synergistic partnerships between communities, government at all levels, private organisations and telecommunication providers.

Strategic corridors

There is a real danger in not adopting a strategic approach infrastructure will be rolled out in an ad-hoc or “cherry picking” manner. This will greatly disadvantage smaller communities.

It is widely accepted that the most effective way of rolling out infrastructure is through wireless technology in remote areas. By working with providers to “link” larger communities along a natural corridor you also by default, cover smaller communities which are not viable within their own right.

This strategic corridor approach is also vastly more cost effective for providers to roll out their own strategic backhaul links. Therefore encouraging them to develop their own backhaul infrastructure – to meet the department’s objectives of developing true sustainable competition.

Q2 What means can/should be used to encourage further capital investment in infrastructure that will support competitive networks and services under Broadband Connect and beyond?

See Q1

Distinct from the customer payment funding, if infrastructure is to be funded separately it should be distributed in the following manner. We feel that infrastructure funding should only occur in consultation with the broker and should be an option of last resort for smaller communities where the incentive payments are not enough for providers to deliver services.

Funding Option 1 – Preferred Option

100% Federal Government funded

Fully owned by community*

Open access policy at cost recovery rates#

This option would deliver the best outcome for regional Australia and the Connect Australia suite of programs. Option 1 would deliver infrastructure that could be strategically deployed (coordinated by the 'broker' role) around Australia free from commercial restraints, delivering equity services. Given that the infrastructure would be community owned, it would be open to all providers of services the community deemed relevant. This would allow the community to have infrastructure that could be leveraged off in order to attract future services.

Funding Option 2

50% Federal Government Funded/50% private funded

Agreed open access rates and conditions prior to funding

Managed by private provider for 2 years under open access arrangements

After 2 year reverts to full private ownership

*Community = Local Government, Chambers of Commerce, Economic Alliances, Progress Association etc (must be Not For Profit, community based organisations)

#Cost Recovery = fair fees to include power, maintenance, management, installation and any other identified ongoing costs.

Q3 How can Broadband Connect funding be structured to provide the best incentives for investment?

As above

Q4 Is terrestrial or satellite the most appropriate means of delivering broadband in regional, rural and remote areas?

Irrespective of the delivery method, the best solution is always going to be the method that offers scalability, superior coverage and additional services at low cost.

Within the current delivery methods, our preferred delivery model is to provide terrestrial services (wireless/ADSL/cable) where possible. However we also accept that terrestrial solutions can not be economically delivered to isolated individuals. Where this is the case satellite is the only solution, but it is the solution of 'last resort'.

Q5 Can satellite be delivered as competitively as terrestrial services?

Not as a last mile individual solution. Satellite will always have greater ongoing service costs per bandwidth. Latency also restricts the level of other services that satellite can deliver.

However in some cases a satellite backhaul with wireless last mile will provide the most cost effective solution where other backhaul options are not available.

Q6 Should participating providers be required to commit formally to service the areas they identify in registration applications?

As identified earlier, if there is to be a strategic, cost effective roll out of infrastructure it needs to be undertaken in a coordinated manner.

We feel that if providers identified the areas they wanted to work within, they would only identify the communities that would deliver the best return on their investment and not address a full region/state need. Providers will need to work with the local broker to identify strategic roll out opportunities.

Q7 Should annual renewal of funding agreements specify timeframes for commencement of services in areas of greatest need?

See Q6 – we would consider it inadvisable to have providers outlining areas they want to work.

However there must be a set 'live service' time limit after a service has been claimed. This should be no more than 1 month after the claim and must be randomly tested by DCITA. Penalties should be in place for non-compliance.

Q8 Should a system of prioritised funding for services connected in areas of greatest need (beyond what has been provided under the HiBIS two-tiered incentive structure) be introduced?

A regional audit and strategic infrastructure plan should be developed as part of the first milestone of all brokers. This regional focus is then fed up to the State Broker and an agreed State broadband roll out strategy is agreed between all of the Brokers within a state.

This State roll out strategy would identify the areas of greatest need. This will be based on the importance of a given area in the overall rollout of the network. It is from these strategies that DCITA infrastructure funding should be linked.

Q9 What can be done further to overcome barriers to capital investment in sustainable technologies in less commercially viable regional areas?

See question 2.

Q10 How can the high cost of some technologies be reconciled with increasing customer expectations for higher speeds and usage allowances especially in more remote areas?

It must be recognised that technologies differ in their cost/delivery structures. Scalability is must be seen as a key factor in meeting increasing expectations. Not all technologies can deliver this in a price sensitive regional market, particularly in remote locations.

However if the current funds available are dispersed in a strategic manner to capture as many people though scalable technology as possible, this will ensure that only customers in the most remote area's of Australia are effected.

Q11 Should it be mandatory for program participants under Broadband Connect to provide additional information as listed below as a condition of registration?

- *intended future service areas (with approximate dates of commencement of supply; - only at a State level*
- *the viable geographic reach of broadband services from central transmission points for service delivery; No. We feel that this would tie providers into coverage patterns linked with existing technology which is subject to rapid change.*
- *technical barriers limiting the application of providers' technology in regional communities; Yes, it is essential that any limiting factors are identified.*
- *the capacity of providers' technology to support varying types of broadband traffic and use; - Yes*
- *the range of service speeds providers' technology would be able to support; -yes*
- *the capacity of providers' technology to provide services now and to accommodate new developments such as increased speed , usage and applications in the future; - This is essential. It is imperative that services are scaleable in speed, usage and applications. Providers must also identify (as much as currently possible) the manner that these upgrades would occur.*

- *the particular relevance of the technology to other communication services (for example, capacity to be used also for supporting mobile telephony services); - Yes in new CA environment it is essential to maximize integration of services.*
- *a summary of the broad nature of technology they employ; and Yes*
- *anticipated timing and target areas for their technology deployment in regional Australia. – see Q8 above*

Q12 On what basis would you argue that certain specific technologies will have the most impact on the delivery of regional broadband services in the next three to five years?

Wireless technology will have the greatest impact on broadband delivery in regional areas. It is able to deliver scaleable speeds, can be economically delivered into regional areas without major capital investment and can offer other integrated services such as VoIP and entertainment services.

Significantly wireless technology can be deployed quickly and comparatively cheaply over large areas of regional Australia compared with other terrestrial solutions.

Q13 How would you compare the effectiveness of these technologies to others in the market place?

Type of Service	Coverage	Other Services	End Cost to Consumer	Latency/contestability	Scalability
Wireless	Good	Yes	Low	Low/low	High
Fibre	Limited	Yes	Low/Medium	Low/high	High
Satellite	High	No	High	High/high	low
ADSL	<4km	Yes	Low	Low/Medium	Limited

Q14 To what extent will broadband technologies be able to augment capacity to meet rapidly expanding consumer expectations for higher bandwidth and more advanced applications?

See questions 10.

Q15 Can complementary technologies provide better solutions for delivery of services in regional Australia?

Strategic rollout will allow for complementary technologies such as VOiP and entertainment to be accessed by regional Australians. This is why we feel it is essential that the solutions being approved under this project can offer scalability to allow for increased services into the future in regional Australia.

Q16 What innovative approaches should Broadband Connect adopt in its program design to utilise these technologies most efficiently and effectively?

We feel that if Broadband Connect adopts all of the recommendations in this paper it will be offering an innovative approach.

Q17 What capacity do existing technologies have to accommodate the introduction of new developments, such as increased speeds, usage and other applications?

Wireless is the best placed technology to be able to accommodate new developments. It allows for greater saleability in delivering next generation bandwidth required for these new developments at a cost which is more affordable than other solutions.

Q18 Should the current system of incentive payments to providers for the supply of broadband services be retained?

Yes

Q19 Would an up front method of payment be more effective?

Yes, however restrictions on timeframes for delivery MUST be adhered to and robust audit process needs to be undertaken by DCITA.

Q20 How else could the method of payments to providers be adjusted to achieve more satisfactory outcomes for providers and people living in regional, rural and remote Australia?

See proposed 'customer sign up payment' model and 'infrastructure funding' solutions.

Q21 Should funding be provided:

- *based on the number of customers connected?* Yes
- *the number potential premises with potential access?* No
- *a combination of both methods?* No

Q22 If funding was based on the number of premises with potential access should it then only be provided for infrastructure?

N/A

Q23 How can methods of payment under Broadband Connect be better structured to ensure that providers are not overcompensated for the supply of broadband services?

DCITA's upgraded, robust audit processes will ensure that providers do not get overcompensated for supply, as a large random selection of claims will be checked.

Q24 Should the current HiBIS threshold model for speed and usage be maintained at existing levels under Broadband Connect?

Entry level speed under the new program should be 512K/128K and then increased annually. Usage levels should also be set at a minimum of 1Mb.

Q25 Should the model be retained with increased minimum speed and/or usage requirements?

As above

Q26 Should two separate minimum speeds with two subsidy levels be introduced?

See ‘customer payment proposal’ above.

Q27 Do threshold requirements need to be expanded to accommodate other issues such as latency?

Maximum level of latency should be identified for both Satellite and Terrestrial services. Terrestrial services should have minimum latency in order to deliver on the range of other services such as video, VOiP etc. As these services are not available via Satellite a greater level of latency can be accepted. Any services delivering excessive latency should not be funded under this project.

Q28 Should the Broadband Connect Stage 1 price caps be retained under Stage 2?

Pricing must, where possible, reflect changing metropolitan pricing. This needs to be regularly reviewed by DCITA. Expectations in the community that all Broadband Connect subsidised services will be delivered at entry level ADSL pricing has led to considerable confusion and resentment in the community and this needs to be managed.

Q29 Should a greater range of price caps be introduced than the two currently available?

See the three levels in ‘customer pricing proposal’. Price caps should be set for each of the three service levels

Q30 Should the current funding cap level of 60 per cent continue under Broadband Connect?

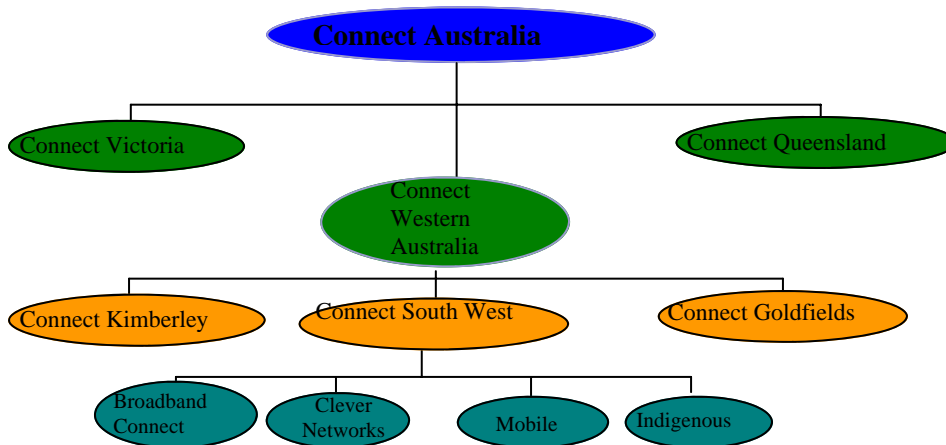
We feel that only 50% at the most should be allocated to any one provider.

CLEVER NETWORKS

What form of broker network will provide the best outcome?

Q1 Considering the current DAB program structure - involving State, community and sectoral brokers - is the current arrangement the best model for catalysing broadband developments in regional, rural and remote Australia or how should it evolve?

We believe the model should be altered to the integrated model below.



Aqua Ovals (bottom level)

This represents the operational level of the program. We believe that there is great synergy across all of the Connect Australia programs and feel that the 'Broker' role will operate across all programs. The roles required under the Clever Network project (not necessarily FTE) would be dependant on the level of programs activity, but could include;

- Co-ordination
- Strategic Liaison / Infrastructure (Broker)
- IT Coach
- Administration officer
- Indigenous Support

Orange Level

This represents the structure of the regional delivery mechanisms and will become what is currently the broker's parent organisation. The entity that undertakes this role would need to be flexible to include incorporated associations, Local Governments and other regional organisations, this is essential to accommodate local requirements.

Green Level

This is the level where we see major changes. In our model we propose that each of the regional organizations within the state join together in a newly formed incorporated body being 'Connect Western Australia'. Each of the regional groups would have 2 people sit on the board of 'Connect Western Australia' and employ an executive officer who would take on the role of State Broker. The overall running costs of the State organisation would be able to be minimal if DCITA underwrote the insurances required and the broker is co-located with another Federal Department within the state capital.

The State Broker role would provide coordination between all of the regional brokers, ensuring a strategic roll out throughout the state, they would also liaise with the State Government and DCITA.

We then see 2 representatives of each of the 'Connect State' organisations taking their place at the NGIS table. This would ensure that the information and advice being given to the Federal Government is relevant, up to date and practical.

Q2 What role can/should brokers play in promoting or facilitating the effective use of broadband applications in order to enable communities and businesses to capture the transformational benefits of broadband?

We see there is a 3 fold role for the new brokers to play.

1. Awareness raising

One of the keys to the brokers' role is raising awareness of what broadband is and how it can assist businesses and the community. This could take the form of seminars, public speaking to groups such as Chambers of Commerce and Rotary groups, production of information material and newsletters etc. At this stage demand is aggregated.

2. Infrastructure roll out

Once the broker has increased awareness and there is demand, they then will work with providers to roll out services to areas who have expressed interest. This roll out will be undertaken in a strategic/whole of region focus to ensure the best outcomes for the region as a whole. It will also ensure the rollout is cost effective for the providers to ensure the sustainability of the infrastructure.

Working with communities and key stakeholders the broker will work to identify and provide access to broadband infrastructure in the region (eg towers, fibre etc) and work to provide carrier access to these. This infrastructure may be privately or publicly owned and the role of the broker is to facilitate access for the greater good of the community.

3. *Applications development/mentoring*

Once infrastructure has been rolled out, the broker role needs to change to one of education/support/mentoring for SME businesses and the community at large.

It is well recognised that SME's and some segments of the community will not take up broadband because they do not see any real value to them. The broker needs to work with these groups highlighting the benefits of higher internet speeds and work along side these groups to trail applications that are relevant to them.

There is a need to offer low risk/low cost e-commerce solutions to regional Australia. We have found that SME's and community groups are very reluctant to "risk" entering into e-commerce activities. By offering them the chance to access low risk/low cost e-commerce and web solutions under the mysouthwest.com.au web portal, many businesses have discovered the transformational benefits broadband access to the internet can provide.

The model that has been tried and tested under the CSW program offers a number of initiatives that could be incorporated into the new broker program. Examples of services that could be incorporated are;

- IT advisor services
This service has been running for over 3 years assisting regional businesses to adopt technology. An advisor goes into businesses and works with them at what ever there level is. This can be assisting them to purchase their first computer through to coaching businesses to full e-commerce functionality. This service is a free, technology and commercially impartial service
- Regional web portal
Unlike most regional web portals, the mysouthwest.com.au portal has been a great success. It offers each small town in the region their own "mytown" web portal. The information from these site gets drawn up into the regional protal ensure that information is relevant and up to date. The portal offers news, events, e-commerce and search facilities.
- Low cost/low risk shopping cart facility
Business can purchase shopping cart facilities. CSW manage the payment gateway to simplify the e-commerce process and takes out the risk of dealing online.
- Web site template
Businesses can purchase simple web site templates that can be self managed by anyone who can use MS Word. These sites are also hosted by CSW to keep costs to a minimum for the organisation.

There also should be consideration given to the establishment of a broadband content fund within the Clever Networks funding. This fund would allow local SME's and community groups' to access seed funding to undertake projects that utilise and demonstrate the value of Broadband. It is envisaged that this would be limited to small regional projects of less than \$10,000. Brokers should have a role in promoting the fund and assessing and prioritising applications.

Q3 What other resources or programs should the brokers be aware of in this role?

To ensure that the Connect Australia program delivers value for money outcomes the brokers need to be operating across all of the 'Connect Australia' programs.

We have great concerns that the programs are not being coordinated by a 'Connect Australia' manager and that the projects are spread across different areas of DCITA.

To maximise the outcome of all program areas we would have liked to have seen the 'broker' type role funded out of each project area.

The unexpected take up of HiBIS has been partly attributed to the 'unofficial role' the brokers have taken. We feel this will occur across all CA programs. However without coordination, infrastructure will be rolled out in all projects in an uncoordinated fashion.

The brokers also need to be aware of any state or private ICT programs and initiatives in their area.

Q4 Should the broker role include an increased focus on 'effective use' outcomes and, if so, how can this best be achieved?

This is essential if the program is to make any true difference in regional areas. The 'build it and they will come' thinking of the past has proved to be poor in influencing change.

If businesses and the community are to realise the transformational benefits of broadband there must be further assistance.

One-on-one mentoring of SME's, who are embracing broadband based e-business solutions, need to occur. This mentoring take the form of free and impartial advice that works to develop a strategic ITC plan with businesses to assist them meet their business goal. It encourages businesses to be early adopters of technology that broadband can deliver.

By providing low risk/low cost access to e-commerce strategic planning, web sites and e-commerce facilities that utilise the benefits of broadband, the Commonwealth, through the broker program, can ensure that broadband is used innovatively to benefit regional Australia.

For true effective use of broadband in the regions, there must also be an awareness/education/support service for the community generally. There are still many groups within regional communities who do not see the benefit of the internet, let alone broadband. Work must be undertaken with groups, such as seniors, to ensure they are not discriminated against by the digital divide.

Connect South West's experience has shown that all of the above must be undertaken at a local level to allow for effective use of broadband.

Q5 Should uptake and effective use of broadband by specific groups be targeted and, if so, which ones?

As above

Q6 How might the brokers play a role in facilitating/supporting community-wide connectivity and community-wide (cross-sectoral) networks?

The Connect South West broker program has been highly successful in ensuring community wide connectivity and cross sectoral networks. This success has been through a combination of;

- community facilitation, at a local level, and
- working with industry (providers and general industry) to deliver new broadband services to communities who would not have otherwise been able to attract a service.

This has been able to occur through developing strong local networks, coordination at a regional level and working closely with industry to deliver the best outcomes for the region.

It is essential that every region in Australia has the services of a Broker (either locally based or covered by the State Broker). In each of these regions the Brokers approach must be one on 'whole of region' benefit – not sectorial approaches

In WA there have been two attempts at sectorial approaches to delivering Broadband, being in the health and education sectors. Because of this approach the regional brokers have found that key anchor tenants have not been available, therefore making it difficult to mount a commercial case to roll out infrastructure without these players. It has also been of great frustration to know what a community has the infrastructure within it, which no one can access.

The key to a successful broker is knowledge of local communities, honesty with communities/providers and the ability to think strategically.

Q7 Should future demand aggregation activities be focussed in areas that have yet to receive terrestrial broadband services under HiBIS to support the delivery of the new Broadband Connect program?

See comments in broadband connect paper question 8

Targeted services for Clever Networks initiatives

Q8 Are health, education, emergency services and local government the appropriate services for Clever Networks to target?

Connect South West believes a sectorial approach limits demand aggregation opportunities; therefore limits the attractiveness of a community to a provider.

If health, education etc is being targeted by other funding programs there should be a level of coordination between that project and the brokers to ensure the strategic approach is not jeopardised and the best outcome is delivered to the community.

It is appropriate that these sectorial areas are identified and examined in the strategic regional role out plan. In WA these sectors have had significant services delivered to them through other programs.

Q9 Should there be priorities within this group?

As are identified in the strategic roll out plan

Q10 What other sectors, if any, should also be considered?

None

Q11 Should there be a focus on particular applications/sectors which will require and drive network or industry capabilities?

No particular focus, however brokers may identify local groups that will can be coordinated to drive infrastructure and application roll out.

Q12 What strategies could be incorporated into the program design to ensure that investment under Clever Networks provides the greatest holistic community benefit?

See whole of response.

Infrastructure and application-focussed investment issues

Q13 Is there an ideal balance between infrastructure and applications streams and, if so, how can it be identified?

We have no firm % split between infrastructure and applications in mind; however we believe that infrastructure funding would be a significantly greater amount.

Q14 What is the best balance between competitively determined and strategic investment funding?

We strongly believe that the vast majority of the funds should be spent the strategic manner as identified in the regional/state strategic plan which we propose are developed by the brokers and coordinated on a state level as part of the first milestones for the broker programs.

Q15 Would potential proposals be improved if the guidelines permit proposals which encompass both infrastructure and applications aspects?

No opinion.

Q16 What key strategic investments in broadband infrastructure have the potential to provide the best outcomes?

See responses in Broadband Connect paper.

We believe that new locally managed tower infrastructure rolled out strategically will deliver the best outcome provided access charges are fair and reasonable.

Funding for Clever Networks initiatives

Q17 Are there complementary sources of funding/contributions which should be considered in developing the guidelines for the Clever Networks program?

We do not believe the complementary sources of funding are appropriate for the broker program; however some low level of co-contributions (in kind) may, in some circumstances, be appropriate. This issue should not dominate funding decisions.

We believe that in WA there are different philosophical positions in the ICT arena between the state and federal governments. This leads to conflicting requirements of programs which in turn leads to ineffective services being offered

We believe that the area of telecommunications is the Commonwealth responsibly and therefore should be funded in a suitable manner.

Utilising new and emerging technologies

Q18 Should there be specified minimum broadband specifications (eg. bandwidth, latency etc) for Clever Networks and, if so, what should they be and how should they be determined?

See Broadband Connect responses

Q19 What steps / mechanisms can or should be incorporated, if any, into Clever Networks to enable regional, rural and remote communities progressively to transition to high / higher bandwidth networks?

See Broadband Connect responses

Q20 New technologies are showing considerable promise in providing broadband access to users well outside the current DSL limitations. What strategies should be adopted to encourage and support deployment of these new technologies, and to ensure newly emerged technologies are not precluded during the lifecycle of the program?

See Broadband Connect responses

Sustainability of Clever Networks initiatives

Q21 What supporting information should be required in Clever Networks proposals in order for their sustainability beyond the life of the program to be evaluated effectively, and what factors should be considered in determining sustainability?

The funding for the broker can not, and should not be sustainable. Once the role of demand aggregation, infrastructure roll out and mentoring/education/liaison has been undertaken there is not an ongoing role for the broker (as identified in this current project)

However all infrastructure investments must be made in a sustainable manner – see Broadband Connect responses for further details.

New infrastructure access arrangements

Q22 For any new infrastructure created or made available, should there be specified minimum infrastructure access arrangements for parties other than infrastructure owners, such as a wholesale-rate for backhaul?

See Broadband Connect response

Q23 How realistic is such a requirement, and how tangible are the likely benefits of the approach?

See Broadband Connect response

*Q24 How can an appropriate charging regime for such access be determined?
Links to other initiatives*

See Broadband Connect response

Links to other initiatives

Q25 What other program activities should be taken into consideration in determining Clever Network program eligibility and entitlement?

See Clever Networks question 3

Embedding and undertaking program evaluation

Q26 Having regard to the possible diversity of the activities under Clever Networks, what strategies can/should be considered?

No firm thoughts.

MOBILE CONNECT

1. How will the Australian Government achieve the greatest benefits from Mobile Connect?

Ensure that all Connect Australia programs are linked and capitalise on the strategic roll out of infrastructure using the broker and the central coordinating role.

Under previous funded project open tower access was made a critical criteria and as a result the infrastructure is now inaccessible to other providers therefore infrastructure duplication is occurring.

See Responses to Broadband Connect and Clever Networks discussion papers.

We have no further comment on the Mobile Connect Discussion Paper.