

# Proposal to amend the ECS Determination: Consultation submission

## Exec Summary

**\* I am opposed to the new legislation forcibly disconnecting perfectly working, Australian market devices from the 4G network that aren't on the government's new "approved" list.**

**\* I will suffer significant hardship and loss of service from these changes.**

I am concerned re the proposal that would allow telco's to deny access to mobile phone and data services because their database might not include my particular phone and I'm sure many other they think are incompatible with 4GVOLTE.

I note an interesting comment that "manually" updated phones to connect to 4G VOLTE may be denied access as by default my phone does not look for 4GVOLTE because when it was purchased some 6 years ago at a cost of \$650 from a legitimate retail store 4GLTE was the gold standard. Entering a simple code rectified this and my phone is now fully compliant with 4GVOLTE and it has been proven that it can connect to the emergency services as we needed to call an ambulance recently. It even has been proven that the triple 0 no sim card function works. Even my model phone, when sold by telcos, needed to be "updated" to allow access to 4GVOLTE. This all looks like an effort to force users to purchase new phones without due diligence as to the compatibility of their existing device.

I have a Xiaomi Mi 9T which is a top tier device with many years service remaining. Arbitrarily disconnecting this model from the Australian network will incur significant unaffordable replacement cost for me as a pensioner.

I am 80 years old and my partner is 77 years old, I know how to use this device and my wife who has Parkinsons demetia also knows how to use it. Learning some new device will be impossible for her and will block her from use. She won't be able to make emergency calls when the needs arise which at our age is more than likely. I too would struggle to configure and use a new device at my age, my existing device is configured to suit my needs perfectly.

Also, the awful cost to purchase a similarly specced device with all the inflation price rises would be in the region of \$1,200+, totally way out of our reach for pensioners and the like.

The forcible removal of the old PSTN network now means that even if someone still has a simple VOIP service this won't work to call 000 if there is a power outage, the PSTN network used a common battery protocol meaning the power came from the exchange not the user. The only realistic alternative is a mobile device and hope the tower has back up power. Even a local UPS keeping the modem alive will not help if the tower is down

Kindly think again government. The public is not stupid, if their existing device can't connect to 4GVOLTE now and/or emergency services they will, I'm sure, have taken steps to ensure they have a device that is compliant with this new technology that is being forced on all of us.

I trust this submission will be given serious consideration before making a decision.

Thank you for including and reading this submission as part of your determination.

David Barrington