



2025 Communications

October Report

Sally Brindal

FEDERAL CONFERENCE

At the 2025 Federal Conference, there were 6 motions carried covering the following key issues:

- The decline of mobile coverage in rural areas affecting small schools and rural school buses
- Adequate internet access regarding reliability, speed, quality and cost of the service
- Telstra continues to meet their Universal Service Guarantee on voice services
- Retention and extension of the School Student Broadband Scheme (SSBI)

The Communications team have already commenced our actions in relation to these motions and will keep you updated on our progress.

NBN

Since the conference, NBN Co has announced an agreement with Amazon to deliver high-speed broadband via Project Kuiper's Low Earth Orbit (LEO) satellite technology.

nbn's wholesale LEO satellite offering, powered by Project Kuiper, will be available to both eligible existing and new customers within nbn's satellite footprint, via participating RSPs.

LEO capacity will progressively roll out across Australia, starting in the South and working North, commencing in mid-2026. You can read more about the announcement here <https://www.nbnco.com.au/corporate-information/media-centre/media-statements/nbn-co-selects-amazons-project-kuiper>.

Telstra 4GFW

With the closure of the 3G network, customers who were previously on the Next Gen Wireless Link (NGWL) network should have been transitioned to the 4G Fixed Wireless (4GFW) network or a satellite connection - Telstra Starlink.

Please let me know if any members are still yet to be transitioned or who are experiencing problems.

Telstra – SIM Card Issues

There have been issues around people buying new phones, but the old SIM card isn't working when they put it in the new phone. (Although not much information is retained on SIM cards anymore, some people do still prefer to put their old SIM card in a new phone.) Telstra representatives have acknowledged an issue with older SIM cards not functioning in newer devices. Telstra encourage anyone affected to reach out for assistance by contacting their Regional and 3G Helpline ([Local Support: Your Regional and 3G Helpline](#)) or reaching out directly to Justine at Justine.Rowe@team.telstra.com for support.