

How does the universal service obligation need to evolve?

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Possible approaches

- Consumer focused USO
 - Consumers first – citizens residually
- Citizen focused USO
 - Citizens' first – providing essential services



Low-income access

- Minimum feasible?
- Potentially socially divisive?
- Mis-location?



Disconnection

- Decade of inaction
- Very high and persistent numbers of disconnections
- Lots of consumer discontent with process
- No regulatory measures proposed



Low income access - citizenship

- Should neighbour's pay one another's telephone bills
- If yes, how much telephoning
- Do we pay as taxpayers or telephone users?
- Disconnection



Looking to the future

- What do low income consumers want from telecommunications services?
- Where are we going with internet access?

