

MTAS review – submission

Dated 13 November 2024

My parents (in their mid-70s) and many of their friends have "dumb phones" that only handle SMS messages and phone calls, and which are very important to their sense of safety and security in travelling outside the home.

These phones generally don't use data, and I suspect many of their owners could not cope with a shift to a smartphone and data-based messaging services. By way of anecdote, I've tried to get my mum, who is a bit more technically confident than my dad, to shift to an elderly-friendly smartphone; I took her through it multiple times and wrote her explainers. But after she ended up bewildered and in tears multiple times, I came to accept it wasn't going to work.)

I would be worried about any deregulatory change that enabled their mobile service provider to increase its charges for consumers like them, as such consumers will probably be unwilling or unable to change their mobile service provider in the face of price increases.

-Amy