

From: [REDACTED]
To: [Infrastructure And Access](#)
Cc: [Terri Butler](#)
Subject: Submission Regarding Telstra Extension for South Brisbane Network
Date: Thursday, 4 June 2020 3:30:17 PM

Dear Sir/Madam

I am writing to submit my opinion regarding Telstra's request for a further three-year extension of the Telecommunications (Network Exemption – Telstra South Brisbane Network) Instrument 2012 (Consolidation as at 31 May 2018) and the Telecommunications (Network Exemption – Telstra Specified Velocity Networks) Instrument 2012.

I am a resident of South Brisbane and have been a customer of Telstra's FTTP network since 2015. I have stayed with Telstra because of their ownership of this network and their success in keeping out other competitors. I am sure you know that FTTP is a very fast connection, with equally fast download and upload speeds. Our Telstra download is not particularly fast, but fast enough - when it is working. However, it frequently breaks down, and download speeds drop dramatically. Sometimes, the service simply cuts out. When the service slows we use our mobile data as a substitute, which usually has faster download and upload speeds. Even when the download speed is adequate, the upload speed is pathetically bad. I create content for my business - audio talks lasting an hour or more - and uploading this content is slow and unreliable. There is no technical reason for this slow upload. This is the result of a deliberate decision by Telstra to provide slow upload speeds. I could pay more than the already expensive amounts I pay Telstra already, but even then the increase in upload speed would be minimal.

Why is this service, which technically should be very fast and reliable, so slow and unreliable? The only answer is Telstra's deliberate behaviour. Telstra is gouging its customers in the South Brisbane area simply because it can. I submit that giving a three-year extension to Telstra will simply prolong the current situation. If Telstra had any motivation to improve their service they would have done so already. That their service has actually declined since 2015 indicates they have no intention of making any improvements unless they are forced to. I believe it is your duty, as public servants, to look to the public interest in this matter rather than to the interest of Telstra's bottom line. I urge you to not extend Telstra's exemption, but to force them to compete in the market along with the NBN and other ISPs.

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Kind Regards

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