

From: [REDACTED]
To: [Infrastructure And Access](#)
Subject: South Brisbane Velocity Network Submission
Date: Thursday, 4 June 2020 8:53:48 PM

Dear Sir or Madam,

Thank you for considering my submission.

We live, work and own commercial property within the South Brisbane Velocity area. We also run a small business involved in innovative building product design and development, warehousing and distribution to hardware stores around Australia from 4101.

We have probably experienced all the problems that others will be complaining to you about. Namely, slow download and upload speed, expensive plans, impossibly complex and time consuming complaints system, dramatic drop in speed at peak times and regular internet drop outs. We are both Business and Private Telstra customers and will not leave them because we are willing to pay to be with the best national network with the most up to date technology across Australia.

When the velocity system was being put through this area we were promised it would be exactly the same system as the fibre to the home NBN system. The service we are getting does not appear to be equivalent. For us at home the best example of this is our Foxtel which is still delivered by the old Telstra Cable. When this gets damaged from time to time it is almost impossible to report because no one in the Telstra or Foxtel complaints system seems to understand Velocity and Telstra Cable in 4101. After a week of working through the system you then start to get all this pressure to change to satellite delivery so they will not have to fix the cable. We are told the cable will be disconnected soon and to be honest most of our neighbours have given up fighting and had a satellite installed. The frustrating thing is that the Telstra Fibre router is exactly the same as the NBN one where Foxtel is just screwed into an outlet on the back. The Telstra and Foxtel technicians who have been to our home cannot understand why Telstra cannot offer the Foxtel service on Velocity in 4101.

IT services are attracted to 4101 because of transport and convenience so close to the CBD however if they have a need for high speed data services they are stymied by the Velocity system. This means it is very difficult to lease otherwise attractive office space to a large group of businesses who would normally be very attracted to 4101. Is Telstra trying to make them take up the high speed 5G offering they are introducing? One of my tenants is seriously considering the need to move to somewhere where they will not be limited by Velocity speeds.

It should be remembered that Telstra did not really pay for the Velocity system. Qld Government paid for Velocity because of their serious planning oversight when building the Mater Children's Hospital. We are the orphan bastards of the NBN and I am not sure if not renewing Telstra's tenure of the system will improve things however it is hard to see how it could become worse.

Please accept this rushed submission that does not include supporting documents as I only found out about this inquiry this afternoon when a neighbour put a note in my letter box. I am sure there are many more customers who would have loved you to hear of their experiences if they had been aware of your deliberations. Velocity was a constant topic at dinner parties in 4101 before COVID-19.

For further information I can be contacted on [REDACTED]
[REDACTED] I have included details below of our property holdings in 4101.

Sincerely,

[REDACTED]

[REDACTED]