

From: [REDACTED]
To: [Infrastructure And Access](#)
Subject: Objections to Telstra's request for an extension to Parts 7 and 8 of the Telecommunications Act.
Date: Thursday, 4 June 2020 10:23:53 PM

[REDACTED]
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West End
QLD4101

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[REDACTED]
4th June 2020

To the Department of Infrastructure, Transport, Regional Development and Communications.

I am writing to voice my objections to Telstra's request for an extension to Parts 7 and 8 of the Telecommunications Act.

I have been a resident of West End for 10 years and was initially excited to learn our suburb would be upgraded to FTTP. This would give us best-in-class hardware and allow me to still stay with my long term provider, iiNet.

However, the 'grandfathered' plan that iiNet could offer me is artificially throttled, and has very limited data caps. When I have enquired about improving the service, they politely advised they would be happy to lose me as a customer as the cost Telstra charge other ISPs is not viable.

In short, Telstra has used this extension to abuse it's market power in several ways.

1. Telstra charges high wholesale rates to other ISPs to they are unable to offer a competitive alternative to the Telstra plan.
2. They deliberately charge more to their end consumers than the NBN rates for similar services.
3. They artificially throttle the speeds and data caps of the service. FTTP is technically capable of providing over 100mbs, but yet the service on regular consumer plans is throttled to just 30mbs. Plans are also measured and capped in an antiquated manner, with GB metered as if it were electricity, gas or water. There is no reason fixed line internet should be data limited.

I am fully aware of why Telstra's want an extension to the exemption, and understand that they want to recoup their investment in the South Brisbane network refit, however the manner in which they deliberately disadvantage consumers is unethical.

If they offered customers a class leading service, but kept out other competitors (like Google Fibre does in the US), then I could forgive the monopolising action, but the deliberate efforts to restrict bandwidth and limit data has been very frustrating, particularly in recent times where our family has been to working / schooling from home.

I request that the exemption not be extended past the June 30 deadline so the residents of South Brisbane / West End and Highgate Hill can join the free market and receive the

competitive internet service that other Australian's on FTTP are receiving.

Regards,

[REDACTED]