

**From:** [REDACTED]  
**To:** [Infrastructure And Access](#)  
**Subject:** Telstra South Brisbane Velocity Network - extension to Ministerial exemption.  
**Date:** Thursday, 4 June 2020 11:19:00 PM

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To whom it may concern,

As a resident of the suburb of West end for almost 10 years, I have used Telstra's Velocity offering as my internet connection to home. When I initially moved into the area I was using Optus's HFC, but due to congestion and lack of infrastructure investment at that time, I switched to Telstra for a more reliable service.

The Velocity service has been mostly reliable and it's used for working from home for myself, and both my children who attend UQ & QUT, extensively over the last few months, but even over the last few years we have made full use of its speed, though I do pay for the speed boost to ensure that connectivity to work is maintained throughout the day.

I am concerned though that there is no real incentive for Telstra to be competitive with its prices. I pay \$99 per month to get the Telstra Large bundle but that price is discounted because I have another device bundled that reduces it from \$119, which is quite high due to having a speed boost added to the account to get up to 100Mb speeds. Also that plan normally caps at 1Tb worth of data, but Telstra upgraded that to unlimited a while ago as a special offer.

That compares quite badly to other providers who can provide that kind of speed and unlimited data via NBN for \$30 less than the normal price, and I don't need a bundled device.

In the West End area, there really isn't anyone else that offers a land based internet service - as far as I know all the other ISP only offer wireless via 4G, unless they use Telstra's infrastructure.

I'm also concerned that as NBN improves on its offerings, especially with regards to speed, that the Velocity network will not be able to improve its speed to match, but will still charge the same prices for an inferior product. I believe AussieBroadband have just started to offer 1Gb speeds to some of its customers that have suitable network connections.

If the extension is not given and the Velocity network in South Brisbane is sold to NBN, then it will be able to make whatever upgrades necessary to give consumers an opportunity to get the world class internet that NBN is supposed to be delivering.

If you need to contact me about any of the above, please reply via email or call me on [REDACTED] and I'd be happy to discuss the points above.

Regards.

[REDACTED]