

From:
To: [Infrastructure And Access](#)
Cc: Andrew.Penn@team.telstra.com
Subject: Submission: South Brisbane Fibre Exemption
Date: Friday, 22 May 2020 8:09:42 PM

Dear Minister,

I am writing to you to oppose the renewal of Telstra's Layer 2 exemption in South Brisbane.

I live in West End, and I have been using Telstra's South Brisbane Fibre since 2018. Fast, reliable broadband is important to me, because I have worked from home for the past three years. I work developing distributed network software, so I have some familiarity with internet technologies.

My experience is that this network is expensive, with slow upload speeds. I am on a grandfathered 70/5 Mbps plan, which costs me \$100 per month for limited data. (The current plans are more expensive, or slower.)

In nearby suburbs, similar fibre plans cost \$79/month for 50/20 Mbps and unlimited data. Since I do a lot of video conferencing, upload speeds are just as important to me as download speeds. With my current 70/5 plan, I often have to turn off video, so the audio doesn't break up.

I believe my experience is representative of the experiences of broadband consumers across the South Brisbane fibre area. As ACCAN said recently:

"ACCAN considers the continuation of exemptions reduces the incentives for Telstra and NBN Co to negotiate to change these arrangements. Although at a commercial level this impasse has been not necessarily been unfavourable for Telstra or NBN Co, consumers in the network footprint are significantly negatively affected."

<https://accan.org.au/our-work/1575-telstra-s-south-brisbane-velocity-network-time-for-change>

They go on to provide some examples:

"In the past five years, consumers in the Telstra Velocity footprint have paid an extra \$900 to \$1200 for services."

"We are concerned at the impact on vulnerable consumers in the area."

And they conclude:

"ACCAN considers arrangements for the future of the Velocity network should not be postponed by any further extension. The current situation is inappropriate and inequitable."

Telstra has had almost a decade to prepare for the "Layer 2" transition. They should not receive a further extension, at the expense of customers in South Brisbane.

I can be contacted by email on . Please redact my name and contact details from my published submission, if possible.

(they/them pronouns)