

Re: Telstra request for extensions to Ministerial exemptions for its South Brisbane and Velocity networks

Director
Telecommunications Competition
Department of Infrastructure, Transport, Regional Development and
Communications
GPO Box 594
Canberra ACT 2601

Dear Director,

Telstra cannot and must not be allowed to continue to have a monopoly for South Brisbane and Velocity networks. Telstra have shown themselves to be completely incapable of providing reasonable services to people in the area. Furthermore, the deal they currently have is contradictory to a free market that allows fair competition. Telstra has used their market position to inflate prices and bully consumers. The deal must not be allowed to continue under any circumstances. Please allow us to choose our own provider and end this deal as planned on July 1, 2020.

In our instance, we attempted to engage Telstra's services in good faith, despite them not being our preferred provider. Obviously, Telstra's monopoly meant we had no choice. Telstra refused us service for reasons that they did not disclose, even after a complaint to the Telecommunications Industry Ombudsman was made. They claimed we did not meet their credit criteria, which is utterly ridiculous. I have no debt whatsoever and an immaculate credit history. Telstra refused to provide any further information in response to the complaint, which was not settled and remains outstanding. They required a six-month landline phone contract with them before allowing us to access the network. We have no need for a landline. Requiring a six-month contract for a service we don't need in order to get access to a service we do need is just one disgraceful example of Telstra bullying customers into services they don't want or need before allowing access to the network.

As a result of Telstra's actions, we have been unable to access broadband at our address. We are unwilling and frankly unable to justify a six-month cost for a landline we don't need to meet Telstra's arbitrary rules for accessing the network. Consequently, we have had to rely on the cellular network for internet access at home. This has proven to be inadequate and I have had to risk my family's safety to travel to other places during the COVID-19 pandemic in order to access sufficient network capacity to do my job. Obviously, this is an utterly unacceptable situation that is 100% due to Telstra's taking advantage of their monopoly to deny us service.

Telstra are using their market power in South Brisbane and in the Velocity network to engage in morally reprehensible behaviour. This includes denying people access

to the network for arbitrary reasons without people paying for additional services they don't need. I have a full history of my complaint with the TIO and am more than happy to provide further details of Telstra's unacceptable conduct. We, and without doubt many others, would greatly value being able to choose from a range of providers. Telstra's monopoly must end. Without competition, they have proven themselves to be absolutely not to be trusted with providing services of any kind to the area.

Please, please give us some choice. Telstra are absolutely not fit for providing services here.

Regards, concerned citizen (I wish to remain anonymous in case Telstra uses my voicing of concerns here as reason to arbitrarily deny me service again in future)