

**From:**  
**To:** [Infrastructure And Access](#)  
**Subject:** Submission on Telstra request for extensions to Ministerial exemptions for its South Brisbane and Velocity networks  
**Date:** Sunday, 24 May 2020 7:51:53 PM

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I am writing this following as a submission that Telstra no longer be able to have special exemptions for the way they manage the FTTP Velocity network in the South Brisbane area.

I believe that allowing these special exemptions reduces competition in the ISP sector in this neighbourhood, as customers here are a captive market, with no other options such as NBN available to them.

The network needs to be open to other ISPs so that we can have access to a product which is comparable, in terms of both speed, price and customer service, to the NBN services available in other parts of the state and country.

When you first move to this area, no one tells you about the very specific rule to this one neighbourhood, and that your internet will cost about \$90 per month for a similar service offered for about \$70 elsewhere.

The options need to be there for other ISPs to be allowed to compete against the monolithic Telstra, who have all but a monopoly on broadband services in the area.

When Covid 19 took hold, I was asked to begin working from home starting in mid March . I connected to Telstra, being the **one** realistic option for unlimited broadband in the area I live. I could use another ISP, but their service is more expensive, due to the charges that Tesltra impose on *them*. I would have kept using the mobile data option, but when working from home, unlimited data and decent speeds are a must.

Mostly the service provided is adequate, but when things go wrong, particularly on a weekend, there is zero technical support - it is not even possible to report a fault on a Sunday. I work on Sundays, from home, using a broadband internet connection usually provided by Telstra. Sales staff in particular are unfamiliar with the Velocity network infrastructure and technology and are usually not able to assist in any meaningful way with problems. Unlike dissatisfied customers in other neighbourhoods, I can not choose to take my business elsewhere if Telstra does not provide the service I expect of them for the above average price I pay. I have no recourse for my customer service complaints, just empty threats about requiring compensation for the workday I had to complete using mobile data, at mobile data prices.

Prices and speeds may well improve with a little healthy competition, but what I hope for most of all is a service that treats a customer the way they should be treated when they have the option to go elsewhere. At the moment the situation is very much like it or lump it, which does not seem fair to the consumer, and does not challenge Telstra to improve their products and services. Please allow other ISPs the opportunity to come and show

them how they can improve.

Kind regards