

RE: Consultation on Telstra request for extensions to Ministerial exemptions for its South Brisbane and Velocity networks

Hi

I understand Telstra has requested an extension to their existing exemptions in place regarding the South Brisbane Velocity network.

As a resident of the area and thus directly impacted by the decision I am writing to ask that the extension not be granted. We currently live in an area where there is very little choice in terms of our broadband provider. The lack of competition has resulted in an expensive, poor performing, and stagnant service that shows no signs of improving.

Telstra has no incentive to improve the service due to the lack of competition in the area. We currently pay roughly twice the amount for an equivalent NBN service when you take into account bandwidth and download allowances.

This has become even more apparent in recent times with the shift to working from home, the performance of the Velocity services is well below the standards of NBN.

I have recently tried to substitute the Velocity service with an Optus 4G modem but it has proved to not be adequate to completely replace a fixed line broadband solution, particularly when it comes to speed consistency and reliability and working from home.

At a minimum a good result would be Telstra required to improve the service and cost offering, but a better solution would be to facilitate either NBN take over the existing Velocity infrastructure or to mandate NBN install their own infrastructure that would open the area up to more options and competition.

Regards,
Clint Cunningham