

From: [Kieran IMSVISA](#)
To: [Infrastructure And Access](#)
Subject: Telstra Velocity Public Consultation
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Telstra Velocity Public Consultation

I, Kieran O'Brien, of 4306 Riverpoint, 55 Forbes Street, West End QLD 4101, and Director and owner of IMSVISA Services, a professional migration consultancy operating from the same address, make the following submission to the public consultation on the Telstra Velocity Services.

I have lived at this since July 2013 and have operated a business from home since that time.

Our Telstra Velocity service is bundled with home phone and Foxtel and is therefore difficult to establish the exact payment we make for internet services. Foxtel Premium is \$80/month therefore the Telstra services are costing approximately \$140/month for unlimited data use at home.

Internet speeds are critical for me as a business user with a need to transfer large documents every day.

When we first moved to Riverpoint in 2013 the Velocity upload speed varied from 50Mbps to 90Mbps.

I have noticed a steady decline in internet performance, and in 2020 we have experienced upload speeds from as low as 1.5Mbps and never higher than 90.5Mbps (I check this regularly using Telstra's and/or Ookla's speed check). Access to Telstra Velocity support is confusing and seems to be limited to web access only.

It is of concern that Telstra now advertise that they can only guarantee minimum speeds of 10Mbps, although they don't always achieve that. The current Telstra guaranteed upload speeds limit the ability to run my business efficiently.

Sincerely

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