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

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

To whom it may concern

I am writing in response to the consultation on Telstra's request to extend their South Brisbane Velocity network coverage.

I would like to ask that this request not be approved.

Telstra's service to Velocity customers has seen no improvements to price points or their offerings in years. The website does not even list the Velocity service on the page of Critical Information Summaries at <https://www.telstra.com.au/help/critical-information-summaries/personal> nor is there an option to find the Velocity service on the broadband support page at <https://www.telstra.com.au/support/category/broadband>

If you look up our address on the Telstra internet service search page at <https://www.telstra.com.au/internet-packages#internet> it says that we can connect via cable, and that premium speed is not available due to that. In fact our connection is fibre, so this information is incorrect. Other areas can get faster upload speeds, particularly important when working from home as we, along so many others, are doing currently, and download speeds available in neighbouring suburbs are also not available to us, for no technical reason as we are on a FTTP service.

Their data tracking functionality regularly does not work, so it is impossible to see if our account is getting close to the quota or not. For example, when I currently log on I see data usage as 0MB of 1000GB, with 9 days left. I work from home and we regularly watch shows online, so clearly in this 1 month period we will have used more data. Occasionally the quota kicks in and we are speed limited, but with no ability to manage

usage up to that point. Looking at the internet usage section regularly gives an "There was an error retrieving your details. Please try again later" error message.

The Velocity network appears to be a complete aside for Telstra, with no effort expended to improve the offerings we are served. If there was more competition in this area, this sort of unchanging, status quo service would not be sustainable.

I ask that the Director please rule for the South Brisbane internet services be opened and Telstra's request for an extension to their exemption be denied.

Sincerely yours,

Ralf Muhlberger