

From:
To: [Infrastructure And Access](#)
Subject: Submission for, Telstra request for extensions to Ministerial exemptions for its South Brisbane and Velocity networks
Date: Friday, 22 May 2020 3:38:42 PM

To whom it may concern,

I am making this decision on behalf of my household. Telstra should not be granted this extension.

We have had the misfortune of being in a Telstra Velocity household since January 2017. If I had known how painful dealing with Telstra's internet monopoly would be, we never would have moved into South Brisbane.

Even **getting** the service took multiple false starts, with Telstra not understanding it's their network, rather than NBN Co.

Since that time, we've had the distinct displeasure of paying Telstra over \$1,000 in 'Telephone Line rental' for a telephone line, that literally does not exist, that we do not want, but Telstra managed to sell a lie was necessary for *their* infrastructure, yet has never been able to explain why it's also necessary to charge \$25 per month for.

It is astounding and disgusting that the government has allowed this blatant scam to continue for thousands of households. How the f*** can you justify charging a fee for a phone line, for a f***ing fibre service? THERE IS NO PHONE LINE YOU BASTARDS. IT IS A LITERAL FIBRE OPTIC SERVICE.

There are only two other ISP's now selling this service, at a **significant** price hike over comparable NBN services. When I've enquired about this with them, as well as with colleagues who work at other ISP's, I've been informed this is due to the outrageous wholesale pricing offered by Telstra, forcing them to effectively sell at the same cost that Telstra provides it at.

I've also found the service to be far less reliable than a regular NBN service, as well as a nightmare to have investigated, because Telstra's own staff do not understand that it is **their** network, not NBN Co's.

Whoever have allowed these bastards an exclusive monopoly in South Brisbane over internet, should be drawn and quartered. They've ripped us off for years, providing a shit, overpriced service.

Roll it into NBN Co and let Telstra continue to mismanage themselves into further irrelevance. Otherwise I'm happy to sell the Minister for Communications, Cyber Safety and the Arts a \$25 per month protection from Dragons package, the exact same way Telstra is selling me a phone line. Just tell me where to send the invoices.