

From:
To: [Infrastructure And Access](#); [Infrastructure And Access](#)
Subject: Proposed Changes to Telecommunications Telstra South Brisbane Network
Date: Saturday, 30 May 2020 10:54:31 AM

Dear Minister Fletcher,

I am writing as a local business owner of [REDACTED] and as a long standing local doctor in this region.

I urge you not to grant another exemption to Telstra on the 1/7/20.

It is not only the slowness and expense of 30/1 or if you can get it the 100/5 that effects current business it also effects the confidence of new businesses contemplating start ups in the area .

I know this from experience for some years prior to opening my business in 2017 I had contemplated various local sites. My patient base was local so I am limited to this internet blighted area. My IT team kept warning me each site I looked at had limited internet capacity. It was a definite brake on my desire to invest 2 million dollars and employ 10 people.

When I set the business up I was advised to place my server in the clouds. This was difficult because of the slow speeds and we opted for an onsite server. 3 years latter and I am faced with the reality that I need the server in the clouds and I am again faced with my new IT providers trying to do this with 100/5 when we need 100/10 minimum.

With the COVID 19 crisis we are busy -very busy. We have not shirked from our responsibilities have kept fully open have spent a lot of money up to 5 times the pre COVID prices for PPE so that we can swab and treat all comers. All my doctors now need remote access as well . This means we need to place our server in the clouds to do this properly and seamlessly.

Again for a start up business I found it very difficult to get clarity from Telstra as to what was going on and as to why there was problems or even that I was in an area that was legislatively protected from proper competition.

We are an area saturated with specialist medical centres they are all faced with similar issues. Many new buildings are targeting specialists. All brakes on business investment must be lifted. This seems like an easy one in a sea of difficult decisions for your team.

I would also like to end on a positive note. Your government has handled the COVID crisis exceptionally well and I commend you all.

I sense you will make the right decision on this and wish you all well in these difficult times

