

**From:** [REDACTED]  
**To:** [Infrastructure And Access](#)  
**Subject:** Consultation on Telstra request for extensions to Ministerial exemptions for its South Brisbane and Velocity networks  
**Date:** Wednesday, 3 June 2020 10:49:20 AM

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To the Minister for Communications, Cyber Safety and the Arts,

My name is [REDACTED] and I was recently a resident in the South Brisbane area covered by Telstra's private fibre network and I thoroughly believe that Telstra should not be granted this exemption.

I moved to South Brisbane from Fortitude Valley in 2017. Prior to this Internode was my internet service provider. With Internode I paid \$99.99 for my platinum service and I was very happy with it. I was very disappointed when I found I couldn't continue my Internode service when I moved to South Brisbane because it was going to cost an exorbitant amount of money that I could not afford. I discussed this with Internode support and they assured me they wanted to keep me as a customer but they could not possibly make the plan any cheaper because of Telstra charging them excess fees to use their private fibre network. If I had stayed with Internode I would have had to pay \$150 per month for 250MB of data, which is *ludicrous*.

I searched around for other prices, but most ISPs would just not service the area at all or they were charging similar amounts. My only feasible option was to use Telstra's service, and I believe this is thoroughly unfair and removes all attempts at a competitive market. Consumers should have the right to choose which service they want to use, but Telstra is basically creating a monopoly for themselves in this suburb for an essential service.

I implore you to deny Telstra's request for an exemption and allow a fair, competitive marketplace for essential internet and phone services in the South Brisbane area again.

Thank you for your time,  
[REDACTED]

[REDACTED]

[REDACTED]