From:

To: <u>Infrastructure And Access</u>

Subject: 2020 Telstra Velocity Public Consultation

Date: Thursday, 4 June 2020 9:08:02 AM

Attachments: <u>image003.png</u>

Telstra Velocity Public Consultation

I, West End QLD 4101, and Director of a Hospital and Critical Care in-vitro diagnostic company, operating from this and other Australian addresses, make the following submission to the public consultation on the Telstra Velocity Services.

I have lived at the above address for 5 years and have operated the main business from home for those five (5) years.

Our Telstra Velocity service is bundled with home phone (under the Telstra Premier Large Bundle + Foxtel Premium "agreement") and Foxtel and is therefore difficult to establish the exact payment we make for internet services. Foxtel Premium is \$99/month therefore the Telstra services are costing approximately \$132/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 and stream multimedia through our home entertainment systems. Recently we have experienced Netflix & SBS on Demand "blackouts" on movies – very annoying!

When we first moved to Riverpoint in 2015 the Velocity upload speed varied from 30Mbps to 80Mbps. Since that time there has been a noticeable steady decline in internet performance, and in 2020 we have experienced upload speeds from as low as 1.5Mbps and download speeds averaging 15.0Mbps and never higher than 21.7Mbps (I check this regularly using Telstra speed check).

As a result I will be critically reassessing our internet, mobile and home telephone service supplier for the forthcoming financial year.

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 and maintain quality internet connections for our home entertainment systems.

Regards



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