

Dear committee members.

Having lived in regional Australia for 18 years, I have been in a position to experience first hand the uncompetitive conduct of Telstra with the ever declining phone service reliability and the long delays in repairing faults.

Telstra took as long as two years to repair a line fault that limited my internet service to an acceptable situation that now allows me to experience what I should have from the start, the infrastructure has been allowed to degenerate to the point that something would be attended only if there was an actual fault impeding the PSTN side of the service. Not an acceptable situation from a customer's point of view. The Internet provides me with the opportunity to run a business from home and is important that I have a reasonable speed and a reasonable cost.

ADSL2 meets my requirements, how ever this was not available to me as a choice until the start of this year (2009) not withstanding that Telstra exchanges in this area had been enabled for over 2 years prior.

The choice available to me was to consider Big Pond for ADSL2 at a huge cost or any other ISP that used Telstra Wholesale but only offering ADSL 1500 speed for a reduced cost to me. Yet this option was available to city folks and in many instances \$20 to \$40 cheaper with larger data quotas that I could possibly obtain.

I believe this experience was Telstra exercising its dominance, stifling competition in my region, putting me at a disadvantage to others with limited choice.

I also acknowledge that I am one of the fortunate ones that at least have a broad band service, there are many that are stuck on dial up service, not just in regional Australia but in black spots in cities around Australia for example in the Gold Coast. But my experience is more good luck then any actions from Telstra.

Telstra in the current structure has shown time and time again that it was only concerned in the return to share holders forgoing it's responsibility to the nation, has manipulated the safeguards put in place by legislation enforced by the regulators, has cost millions of dollars to both the government and its share holders in litigation to circumvent said regulations, they could as easily spent that money to address the black spot problems around the nation.

Its ok for the share holders of Telstra to sound their grievances on the possible losses in the share value on the separation of Telstra, but they are only 1.4 million

The Government has 21million to consider, telecommunication has today become as important has any other utility, it's no longer for just the elite in society.

I support the proposed actions of the government in regards to separation and legislative amendment giving the regulators more power.

We must have competition, more importantly provide the same advantages to all regardless where they reside in Australia.

Robert Campiciano

