

McMahon, Paul (REPS)

From: Committee, CITA (REPS)
Sent: Monday, 23 December 2002 9:34 AM
To: McMahon, Paul (REPS)
Subject: FW: Telstra

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| TELSTRA INQUIRY |
| Submission No.9..... |

-----Original Message-----

From: edo660@tpg.com.au [mailto:edo660@tpg.com.au]
Sent: Sunday, 22 December 2002 5:17 AM
To: Committee, CITA (REPS)
Subject: Telstra

Hi,

my name is Andrew and i am replying to the newspaper article in which it asks for an opinion on telstras services. In this i am manily focusing on telstras internet services, how they are delivered and how they can improve.

Firstly, the view of telstras internet services are frowned on by many users, due to extremely high costs for little return. This is the main problem of telstra that stops the ISP from becomming a very popular and successful company.

Not only this but situations such as its internal network structure is also not up to scratch. More and lore users sign up to their services yet they dont upgrade or repair as often as they should, and sometimes the service stops altogether.

So my say on this to improve telstra would be to decrease prices, weather this can be done if it is fully privitised or not is another question. Except as we know they have to improve the quality of services to rural communities.

The bottom line is that telstra must improve drastically in order to sustain its pressence in the internet world.

Regards, Andrew