

Peter Andren M.P.
Federal Member for Calare

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22 October 2003

Mr Michael McLean
Secretary
Environment, Communications, Information Technology and the Arts
Committee
Parliament House
CANBERRA ACT 2600

Dear Mr McLean,

**RE: INQUIRY INTO THE PROVISIONS OF THE TELSTRA
(TRANSITION TO FULL PRIVATE OWNERSHIP) BILL 2003**

Thank you for your transcript of the Committee's public hearing in Dubbo on 1 October 2003.

I note from my last answer in giving evidence I stated I would provide documents to the Committee in relation to the survey of my electorate I conducted in relation to the standard of Telstra's services and the further sale of the publicly owned majority share.

Enclosed is one of the survey forms that I sent to each household in the electorate of Calare, and related press releases. I do not have a press release specifically in regard to the survey results as these were provided by me directly to the media in interviews.

The results of the survey are below:

- *Statistics to date 1 Oct 2002:*
 - *Mailed out: 48,049*
 - *Responses received: 2,700; Return rate: 5.5%.*
 - *YES: 2,482. (96.2%)*
 - *NO: 27 (1.0%)*
 - *AMBIGUOUS/NO RESPONSE: 72 (2.8%)*

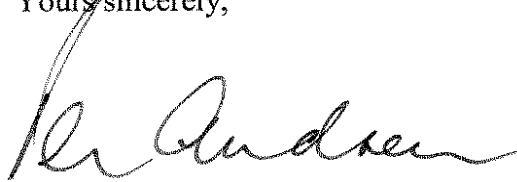
The 'yes' and 'no' answers were given in relation to the statement: *I want Telstra to remain in majority government ownership.* Please see the survey form provided.

Respondents also provided details about the problems people were having with their services. Some indicated more than one problem with their various services. These details are as follows:

68% reported problems with their mobile service; 21% reported problems with their landlines; 26% with their internet service; 14% had cabling and infrastructure problems; 10% had broadband access problems and 10% specified "Other" complaints.

I hope this information is useful for the Committee's deliberations.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Peter Andren". The signature is written in a cursive style with a large initial "P".

PETER ANDREN
Federal Member for Calare



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2 September 2002

Telstra Survey Will Be Nothing But Objective – Andren

The Communications Minister's attempt to tell the country Independents how to survey their electorates on Telstra's future shows just how nervous the Government is about the fact that country people don't want it sold, according to Peter Andren Member for Calare.

“Senator Alston demands that we ‘honestly represent the Coalition’s policy’ on the full sale of Telstra to our electorates.

“It seems to me he doesn't quite understand that our job is to honestly represent our electorates' interests to the government, not the other way round,” Mr Andren said

“We're confident that our survey questions will be balanced and objective, and the Coalition can have a look at them at the same time our constituents do.

“We will simply be seeking feedback on service standards across our electorates, including phone, fax, mobile and internet connections.

“While we will be asking for a YES or NO on the full privatisation this is only part of the survey.

“Senator Alston wants us to preface our questions by suggesting that advances in telecommunications technologies will be accessible in regional Australia on an equitable basis.

“According to my feedback that is exactly what most rural Australians don't believe will occur. They know infrastructure improvements in recent years have only been achieved through a massive lobbying effort largely driven by community organisations and those few MPs independent of the political establishment.

“Any review of Telstra's services to the bush will be a snapshot in time but people are not only concerned about current service levels, they are more worried about future standards.

“The debate has well and truly shifted in the country and this is what the coalition is missing. People are not asking when Telstra should be sold but ‘why?’

“The Federal Independents survey will be objective and the results will be conveyed to the Government via the Estens inquiry,” Mr Andren added.

For more information: 02 6332 6229 or 0419 612 891



27 September 2002

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Telstra Survey – Andren says Keep 'em Coming!

The more than 2000 responses so far to the survey of Telstra's service standards and the question of ownership have been overwhelmingly in favour of keeping the telco Government owned, according to Peter Andren, Member for Calare.

"We've had a very strong response from the electorate and the great majority have not only been glad for a say on Telstra's future but are very much in support of keeping it publicly owned," Mr Andren said.

"All those responses that indicated problems with Telstra's service levels were copied and sent off to the Estens Inquiry into regional telecommunications on Wednesday last week.

"Any more that we receive will be added to those that we have now and will be presented to Telstra Countrywide directly.

"It's important that all possible surveys are returned to make the strongest case to the Government.

"I am concerned that some households haven't received the survey forms and I ask anyone who's missed out to contact me.

"Of those sent to the Regional Telecommunications Inquiry mobile complaints topped the list, followed by internet speed problems, landline and service difficulties and complaints with cabling and other infrastructure.

"I am also putting in my own submission with my views on the subject drawn from the experiences of the many people who had problems with Telstra and approached me for help.

"These include the stock and station agent at Cowra who has to wait 16 minutes to email a document at 14kbps instead of the 19 kbps as promised by Telstra.

"And the many people who had experienced infrastructure problems because of the inadequacy of the pair-gain system and how it limits accessibility to Telstra's services

"Because of its rushed nature and the lack of public hearings the current inquiry is totally inadequate and risks being seen simply as window dressing prior to a sell-off.

"This inquiry will be a "snapshot" in time and with the evolving nature of technology, even the best and most adequate of services today will inevitably be old technology tomorrow," Mr Andren added.

EDS: Peter will be available at his Bathurst office on Monday 30 September from 10am-12pm for interviews re his submissions and the inquiry.

For more information: 02 6332 6229 or 0419 612 891

**HELP THE COUNTRY
INDEPENDENTS
STOP
THE FULL SALE OF TELSTRA**

The Telstra Sale is NOT Inevitable



But We Must Act NOW!!

Please affix stamp and return to:

Affix
Stamp
Here

Peter Andren MP
Member for Calare
PO Box 181
Bathurst NSW 2795

HELP THE COUNTRY INDEPENDENTS STOP THE FULL SALE OF TELSTRA

Dear Fellow Country Australians,

The three country Independents in the current Federal Parliament – Peter Andren (Calare NSW) Bob Katter (Kennedy QLD) and Tony Windsor (New England NSW) represent 350,000 country Australians.

The three of us agree that Telstra should not be sold and are mounting a campaign against it. We need your support and input.

FACTS:

- The Government cannot bind future Governments to any guarantee.
- 18 out of 29 OECD countries retain between 35% and 100% Government ownership (inc. France, Germany, Japan, Greece, the Netherlands, Norway and Sweden).
- Telstra can still raise money from domestic capital markets to expand.
- The Government received a \$2.4B share of Telstra's profits last year and \$2.2B in income tax.
- Service standards and upgrades have only improved marginally in the country to meet the Government's sell off agenda.
- The Government cannot bind a private company to provide the latest technology at affordable prices to country people so what is 'scratch' now will not be 'scratch' in 10 years time.

Please tick the box(es) if you have a problem with:

Landline Connection: Broadband Access:
Mobile phone service: Cabling & Infrastructure:
Internet Access:

Other (Please give details):.....

I want Telstra to remain in majority Government ownership: YES NO

Name:.....Address:.....

Ph:.....Fax:.....Email:.....

Signed:.....Date:.....

Please register your support for keeping Telstra majority Government owned by filling in the details above, affixing a stamp to the other side and returning this survey to the address shown or fax to: 02-6332-6240 by Tuesday 24th September 2002 to have your comments submitted to the Regional Telecommunications Inquiry.

