



7 April 2005

The Secretary,
Senate Environment, Communications, Information Technology and the Arts Committee
Parliament House Canberra
ACT 2600

Dear Secretary,
Thank you for the opportunity to comment on the issues as per the terms of reference for the above Committee.

The Orana Development and Employment Council (ODEC) is the Commonwealth Government Funded Area Consultative Committee for the Orana Region. The ODEC Board is comprised of 17 business and community members from throughout the Orana region. These members represent diverse business and community interests and have a particular interest in the issues relating to the sale and business activities of TELSTRA.

As such the following points are presented for consideration of the Senate Committee.

1. Continued inadequate delivery of services to rural, regional and remote customers for both voice and data services
2. Inadequate response times to service calls where telecommunications services have suffered a fault or failure of service
3. Inadequate financial compensation or recompense for situations where services have failed or been subject to significant fault.
4. The activities under the trade practices act have had a direct impact on the delivery of communication services as one area of Company operations cannot be offset against another. This has in fact reduced competition. For example Vodafone Global Star could not offset the land operations against the satellite driven component of their operations. If this had been allowed, under the currently monopolised USO access and service provisions, massively reduced mobile data and voice costs would have been possible for Australian consumers
5. Tess LeLeivre and Liz Murray, two remote customers from far Western NSW, will give a first hand account of service difficulties and faults which have not met the USO service obligations. The impact of these service faults has been a considerable impost on their business activities.

I look forward to the opportunity of addressing the Senate Committee on behalf of the ODEC Board with respect to these and other issues.

Yours Sincerely

Tom Warren
CEO
ODEC