

Mr. Russell Gillon,  
XXXXXXXXXXXXXXXX,  
Palmerston, ACT 2913.

26<sup>th</sup> September 2009.

Deputy Chief Minister Katy Gallagher MLA,  
ACT Legislative Assembly,  
GPO Box 1020  
Canberra, ACT 2601.

Dear Deputy Chief Minister Katy Gallagher,

I am writing to you in order to gain your representation in addressing the current Broadband issues affecting 38,000 residents within your electorate of Molonglo. Currently the residents of Gungahlin are experiencing poor internet performance; significantly below the standard of neighbouring areas like Hackett and Ainslie and the greater Belconnen area.

I have already taken a number of steps to address the issue with my Internet Service Provider. I have raised a number of incidents with my ISP and have escalated the issue to their executive management via written letter of complaint.

Unfortunately my ISP is unable to influence Telstra Wholesale to address the issue. The performance issue has been openly admitted by Telstra Wholesale as a congestion fault with their infrastructure. Even after Telstra Wholesale *admitting that this issue is their responsibility*, they are unwilling to set a date for its resolution.

As of the 8<sup>th</sup> of September 2009, Telstra Wholesale continues to refuse to provide a date for resolution. I was prepared to be patient and allow normal business processes take their course but residents of Gungahlin have waited eight months already. During this period we have gone through an end of financial year as well as other budget periods. I believe Telstra Wholesale have had ample opportunity as a business to find the funding for this issue. It can only be assumed that they do not plan on fixing this issue any time soon.

For the eight months this issue has been known, residents have still had to pay full price for the service even with the provider admitting the service is inadequate and congested.

I understand that Telecommunications policy and governance is the responsibility of the Federal Government. This particular issue is a localised to the Crace Exchange and affects the people you were elected to represent.

The ACT Government levies a tax known as the Utility Tax December 2006 on the infrastructure which provides this service to the residents of Gungahlin. As the Territory Government raises revenue on this infrastructure, I believe you have a responsibility to assist with ensuring the service is adequate for residents. It can not be palatable for any Government to tax the users of a service that provides no real value for residents.

The issue of Broadband performance and other data networks in Gungahlin affects the viability of business and enterprises looking to move into the area. I have concerns over the current telecommunications capability in the area. If the infrastructure can not cope with residential ADSL, how will it cope with the high bandwidth needs of Government and private enterprise?

The costs for a business to setup in Gungahlin may be significant if it has to pay for additional capability to be enabled above the current poor implementation. Any significant telecommunications costs will make Gungahlin less attractive for business when considering where to move to.

This affects my community greatly - numerous businesses here in Gungahlin are struggling to remain open now. The departure of the Department of Immigration and Citizenship from Gungahlin had significant impact to local business. Residents are well aware of the importance of office workers to the local economy. Anything reducing the viability of government and private enterprise setting up in Gungahlin is of grave concern.

I appeal to you to consider each of these issues and assist us with having the telecommunications issues in Gungahlin addressed. I have done much of the research already and have generated data to support my case. I strongly encourage you to visit <http://www.actbroadband.net> where all my research and evidence is documented.

Your assistance in engaging with Telstra Wholesale representatives to address this issue is required. I have exhausted all the avenues with my ISP and will be raising the issue at the federal level. Your assistance in adding weight to this issue will be greatly appreciated by the 38,000 residents and business owners of Gungahlin.

Kind regards,

Russell Gillon

CC: Jon Stanhope, Zed Seselja, Andrew Barr, Simon Corbell, Caroline Le Couteur, Jeremy Hanson, Shane Rattenbury,