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Andrew Penn, CEO
Telstra
Office of the CEO
Locked Bag 5639
Melbourne VIC 3001,

Dear Mr Penn

Re: COMMUNITY ASSOCIATION DP- 270427- PRINCE HENRY AT LITTLE BAY, SYDNEY

The Prince Henry Community Association represents around 4000 residents living at Prince Henry at Little Bay, NSW in strata schemes, neighbourhood associations and single residences.

Over several years, a number of Prince Henry residents have contacted your company regarding the installation of and access to your telecommunications services, particularly internet, email, and fixed line telephones.

The Prince Henry community is currently serviced by Pivit acting as a retail provider of internet, email, phone and Foxtel services to local residents. Pivit owns the infrastructure at the Prince Henry site in Little Bay and is the provider for wholesale purposes to other carriers.

Residents of the Prince Henry community have tried to access your services but have been unable to do so because your organisation has indicated that it is unable to deliver internet, email, and fixed line telephones at the retail level with Pivit as the infrastructure owner.

The Community Association asks that your company considers taking customers on at a retail level in the Prince Henry area, as it does in other parts of Little Bay and neighbouring suburbs. If you are unable to do so could you please provide us with your reasons in writing? If, for example, Pivit is preventing access to its infrastructure or making access for your organisation difficult, could you please specify how your company is prevented from providing services to customers in this area and why?

If Pivit is not preventing your company from accessing its infrastructure to provide services to customers at Prince Henry, could you please indicate why your company continues to refuse to provide services to potential customers in this area?

We request that you respond to this letter in writing so that we may forward your response to the residents of Prince Henry.

Yours sincerely

Derek McKinstry

Strata Manager