

McIntyre, Duncan

From: S. 47F
 Sent: Thursday, 17 February 2011 3:45 PM
 To: McIntyre, Duncan
 Subject: Cost of telephone under NBN

Hi Duncan,

Just to reiterate, I am sure the main point at LIMAC was that discussions were (only just) beginning in regard to issues about low income customers and transition to the NBN and the need to continue those discussions and begin to address those issues.

I found that reference to the no extra cost of a telephone service on the nbn.gov.au site under the FAQs:

Q19 Will my landline phone cost more if I connect to the NBN?

A No. The government will ensure people do not pay extra if all they want is a standard telephone service.

Just to clarify, currently, InContact is not a standard telephone service, however, HomeLine Budget sort of is. Telstra's "standard" telephone service is HomeLine Complete, which is currently priced at \$28.95 per month.

Just what is a standard telephone service in an NBN world (regarding technology, features, and price) are presumably part of discussions. However, Access for Everyone conceptually is targeted at those who cannot afford/ access (either long term or short) a standard telephone service. So, not sure this Q19 commitment actually covers the low income space.

Regards

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S. 47F