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s.22

From: s.22
Sent: Friday, 10 June 2011 10:51 AM
To: s.22; Sheehan, Joseph; McIntyre, Duncan
Cc: O'Shea, Elizabeth; s.22
Subject: RE: Q and A consumer questions [SEC=UNCLASSIFIED]

Security Classification:
UNCLASSIFIED

s.22

Joe Sheehan asked me to get back to you on this. Here is our proposed answer to Q3:

Q. Will a product similar to Telstra's Homeline Budget (a relatively low line rental charge with higher than standard call charges offered as part of Telstra's "Access for Everyone" package) continue to be available for low-income earners?

A. The Government will be reviewing arrangements for retail price controls for fixed-line telephony services in the second half of 2011. As part of this review, appropriate measures for continued access to services for low-income earners will be considered.

Regarding Q2, if this answer is not also sufficient to respond to that query, you may want to talk to Consumer Branch for their take on the subsidy issue.

Let me know if you have any questions.

Regards,

s.22
Competition Policy

From: s.22
Sent: Thursday, 2 June 2011 4:34 PM
To: Sheehan, Joseph; McIntyre, Duncan
Cc: O'Shea, Elizabeth; s.22
Subject: RE: Q and A consumer questions [SEC=UNCLASSIFIED]

Joseph
Thanks its ok if we don't have an answer now, we are just trying to answer as many as possible that we can

On question two, is there a holding pattern type answer we can put in that doesn't get us into trouble - ie "This is a matter for Government" ?

s.22

Manager | Implementation Study | NBN Implementation

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From: Sheehan, Joseph
Sent: Thursday, 2 June 2011 3:34 PM
To: [s.22] McIntyre, Duncan
Cc: O'Shea, Elizabeth; [s.22]
Subject: RE: Q and A consumer questions [SEC=UNCLASSIFIED]

[s.22]

We are preparing terms of reference for a review into retail price controls which is relevant to some of these questions, but we are not in a position to release detailed information at this stage.

I've spoken to [s.22] about the third question and we will work up a draft answer and run it past Consumer Branch.

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From: [s.22]
Sent: Thursday, 2 June 2011 2:08 PM
To: McIntyre, Duncan; Sheehan, Joseph
Cc: O'Shea, Elizabeth
Subject: Q and A consumer questions [SEC=UNCLASSIFIED]

Dear Duncan and Joseph

I am working on a Q and A document with Communications Alliance Consumer Dialogue and Education Group on NBN. The document is an RSP Messaging Platform for use by RSPs on NBN

I would be grateful for your assistance on these three questions. If you are not the correct area of the Dept, can you let me know which area it is.?

Grateful for your input by early next week

Regards

Q Will there be any changes to financial hardship policies?
Q Will there be any new subsidies from Government or elsewhere for disadvantaged customers?
Q Will a product similar to Telstra's Homeline Budget (a relatively low line rental charge with higher than standard call charges offered as part of Telstra's "Access for Everyone" package) continue to be available for low-income earners?

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