

S 22

From: S. 22
Sent: Thursday, 16 September 2010 3:48 PM
To: McIntyre, Duncan
Cc: S 22
Subject: RE: [UPDATED-LIMAC-IN-CONFIDENCE] Audio meeting - 3pm Thu 16 Sep 10 [SEC=UNCLASSIFIED]

Security Classification:
UNCLASSIFIED

Hi Duncan

The meeting just concluded.

LIMAC provided its advice to Telstra, which was essentially that the changes were deemed reasonable and that the simplification of call rates (equalisation of Telstra and non-Telstra mobile call rates) was a reasonable balance to the slight increase. The group was aware that the effective situation will be that after 1 minute, callers on the HOMeline Budget plan will be paying the same as they were before, to non-Telstra mobiles and after that rates will decrease. For calls to Telstra mobiles, it will take six minutes before the rates equalise and then decrease. I thought the obvious question was how this compares to the actual usage of people on HomeLine Budget plans, but none of the Committee members asked that question.

The Committee emphasised the need for both a general communications strategy prior to the increases, particularly as they coincide with a busy time of year for people (pre-Christmas); and for a specific communications strategy to refugee organisations, which can advise people from refugee populations of how to take advantage of lower calls to mobiles in their home countries through the International Value Pack.

Finally, by way of update, Chris Dodds and another of the Committee members, I believe it was S. 47F from Anglicare, have met with the ACT Government about its plans to increase the Utilities Tax, which is based on the cost of copper wire per kilometre, as opposed to the number of customers and will therefore have an undue impact on people on low incomes, who depend on their landline more than the high-end users of mobiles etc.

Cheers, S. 22

S 22

Assistant Director | Consumer Engagement | Consumer Policy and Post Branch

From: McIntyre, Duncan
Sent: Thursday, 16 September 2010 3:17 PM
To: S. 22
Subject: Fw: [UPDATED-LIMAC-IN-CONFIDENCE] Audio meeting - 3pm Thu 16 Sep 10 [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

S. 22
- I'm keen to hear how this meeting goes - S. 47G

DM

From: S. 47F
Sent: Thursday, September 16, 2010 10:18 AM
To: Chris Dodds (chrisd@ewon.com.au) <chrisd@ewon.com.au>; S. 47F

S.47F

McIntyre, Duncan;

S.22

S.22

Subject: [UPDATED-LIMAC-IN-CONFIDENCE] Audio meeting - 3pm Thu 16 Sep 10

Dear LIMAC,

Please find attached an updated .pdf outline of the proposal Telstra wishes to discuss with you today. Please destroy the previous document. The difference is that there is an additional part of the proposal set for a later introduction. Telstra is suggesting LIMAC consider this as part of an overall proposal.

Please note this document is TELSTRA SECRET and not for forwarding.

I look forward to speaking with you on the audio-conference.

3pm (EST) for about 45 minutes
Thursday 16 September 2010

To join the audio-conference, please check your local equivalent time and dial:

S.47G

Regards

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S.47F

Group Manager Consumer Affairs | 8/ 242 Exhibition St Melbourne VIC 3000

S.47F