
From: Hani [REDACTED]
Sent: Tuesday, 7 June 2022 12:28 PM
To: Merger Authorisations
Subject: Vodafone GSM MA1000021 – Telstra TPG Spectrum Transaction – submission

Categories: Submission

Good Afternoon,

I hope you are all well, I wanted to reach out and express my personal views regarding this potential merger. I truly believe this is a great opportunity for customers to enable choice in many regional and rural areas as currently customers are very restricted with one provider that has led to higher pricing outside customer budget and unfortunately due to limited quality of network in the surrounding suburbs customers have had no choice but opt for one option. This now enables flexibility and choice for many customers of all ages to give them options / price points / quality and much more, This is a new opportunity for customers to explore what in fact may be more suitable for their lifestyle or finances. We have had many customer who vary from youths to seniors based off their lifestyle require options to suit their budgeting needs. This is also a great opportunity to support customers in a choice of improved quality of services, greater coverage, and quicker access to 5G services which is a significant benefit. We have experienced customers who have opted to leave our network solely based off the quality of our network in many regional and rural areas that we were unable to support. As mentioned earlier this is what our customers want and need to help support in more flexibility and choice of current market especially for those who live or travel in rural areas, which unfortunately in the past has not been the case and impacted on customers leaving our network.

I truly believe this has been a missed opportunity and will enable customers to make decisions openly regarding value, support and trust in the quality in network that they are opting for.

Looking forward to starting this journey with Vodafone and providing the support our customers have been asking for some time.

Thank you,
Hani