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Subject: MA1000021

Response on behalf of Jet Couriers and associated companies, Vodafone (TPG) mobile customer.

Jet Couriers

National metro based courier and taxi truck provider.

VODAFONE SERVICES

- Employees issued with mobile phones to provide access to:
 - Standard voice calls and text messaging between office and customers
 - Data – Email
 - Data – Delivery application with live connectivity back to branch operations.
- Branch backup Data SIMs: provide branch with emergency backup connectivity if primary Fibre or other communications service fail. Provides remote access to server even if other fixed line services fail with reduced functionality however.

All employees engaged in Management, Sales or Operations are issued with a mobile phone in order that they can be contacted during business hours and in case of emergencies. Delivery application runs on mobile phone and is required to complete pickup and delivery service.

Vodafone provided the best overall package given our focus of metropolitan offices and service provisions. Given the high number of mobile services cost was a component but not the only decider. Previously remained with Vodafone because of better customer service than either Optus or Telstra even when Optus pricing offer was lower. Our Metro focus means regional coverage in the main is not a deciding issue however the MOCN would deliver better coverage at some regional branches and for employees that live regional.

Jet Couriers would not expect the MOCN to impact our pricing for Mobile services significantly. MOCN would likely give Vodafone improved competitiveness with customers that have a higher proportion of regional requirements.

In my personal opinion the MCON will increase competition between Vodafone, Optus and Telstra generally however given Jet Couriers are not significantly impacted by regional coverage concerns our perspective would see little change when reviewing the agreement.

Overall no perceived downsides of MOCN for Jet Couriers and improvement in coverage in some business situations and for employees who live regionally.

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