

Mr Rob Vines,  
General Manager, Urban Communities,  
Places Victoria,  
GPO Box 2428  
Melbourne, 3001

Thursday 8<sup>th</sup> December 2011

Dear Mr Vines,

The Aurora Community Association is writing to express our concern and disapproval at your recent change in policy regarding the FTTH implementation in the Aurora Estate, Epping. Several of your decisions appear to have been made without any thought as to how these will affect the residents as well as over stepping the bounds of what a wholesale FTTH provider should and should not dictate within a residents home.

Many residents feel that the level of communication, timeliness and quality of content has been lacking for the affected residents and that there has been little to no stakeholder consultation on the telecommunications issues. There is also a general feeling from many users that we are moving from a monopoly to a duopoly with little benefit.

There are also a number of residents who only need a telephone service yet only 1 RSP provides a phone only service. Residents in this estate are still not being provided with competitive choices with price and product differentiation.

The lack of phone number portability is also a major concern and headache for many of our residents. The inability to keep our current numbers is going to cause time and costs for those who need to update business cards and marketing material and potential loss of business where printed materials such as yellow pages advertisements cannot be changed until the next production run. It seems in this day that it wouldn't be unreasonable to expect VicUrban to be able to implement a system that includes phone number portability.

We also have several residents who have concerns with fax and EFTPOS facilities and that the communications network you are implementing is either incapable or requires a new level of investment in technology to make it work. These residents are seeking clarity and explanation as to why they cannot use standard equipment and what solution they need to continue to use fax and EFTPOS facilities.

We are also unclear as to the status of the transition of FOXTEL services when moving to the new RSP. Several residents have voiced concern that they have been told the new network is not setup to handle FOXTEL and they will lose the service. We also request more communication around this issue.

Your decision to claim ownership of the FTTH cabinet located in our homes (our garages, stair wells or walk in robes) is the first of many incorrect choices that has a cascading effect on our smart wired home networks and its reliability, our user account security and privacy and freedom to choose how we implement our own in home solutions.

The data cabinets were purchased and installed by the home owners contracted builders and were provided as a place for the incumbent FTTH provider to co-locate the gateway/ONT fibre equipment

(instead of the industry practice on the side walls). The new decision to attempt to claim ownership of and carrier status for these cabinets and lock home owners out of the data cabinet that we own is not acceptable to our residents. There is no contractual or other position that you can claim ownership of our private assets.

We are looking for you to provide further proof that backs your position of allowing VicUrban to attempt to claim ownership of the cabinets whether it is a government act, contractual obligation of the home owners to VicUrban or other.

A flow on effect of this claimed ownership and lockout is that residents lose control of their home networks. Many have spent considerable time and money investing in their own equipment to configure their data and TV network within the home with VOIP phones, network switches, data storage devices and more. With either proposed new RSP solution a large number of residents will be negatively impacted by having an inferior network with less self-control and functionality. As the wholesale fibre provider you don't have the legal right to direct users how they can configure and setup their home networks.

Along with the loss of functionality one of the proposed RSP solutions (iPrimus) where VicUrban provides a contractor to configure and install the PPPOE router has the potential to affect the network security and user privacy. A misconfigured router could put connected computers at risk.

Along with this implementation we are forced to hand over our iPrimus account details to VicUrban to configure the router. Should a security conscious user change their email/account password this will cause a disconnection with the network and without access to re-configure our own routers we need to put in a call to VicUrban and pay a \$100 call out fee and up to 4 day turn around. Again where VicUrban is the wholesale provider you do not have the legal right to determine how our network connections are setup, let alone putting in processes that make it near impossible (and costly) to change our own account passwords.

There are several possible solutions to the data cabinet issue;

1. Install inside the customer owned cabinet as per current setup and leave network setup and configuration in the hands of the residents as per last 5 years.
2. VicUrban install their equipment outside the customer owned data cabinet. Possibly in their own cabinet or on the outside of the house as Telstra Velocity or Opticom FTTH implementations are installed.
3. Buy back the data cabinet at a retail cost to allow residents to re-install and configure their home networks.

The Aurora Community Association would like to arrange a meeting as soon as possible (before Christmas) to discuss and resolve the above issues with Vicurban. Please contact the Aurora Community Association President, Cara Horner, on 0423146544 or [auroracommunityassociation@gmail.com](mailto:auroracommunityassociation@gmail.com).

Regards,



Cara Horner

President

Aurora Community Association

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