

Com2 Communications is a Tier 2 telecommunications provider, utilising wholesale providers to provide its clients with SIP voice services. We believe that although the intention is good, the move Telstra is making will adversely affect our clients and block legitimate calls coming through our network.

The clients who will mostly be adversely affected will be clients who divert calls out to their mobiles. For example, we have medical practitioners who have an automated attendant. A call comes into their telephone system, where a greeting is played usually advising COVID protocol etc, then requesting the caller select an option. In some cases the call, once an option is selected, might divert to a mobile. The proposed 40 second grace period will not be enough time for the greeting, COVID protocol announcement and automated attendant options to be played. Under Telstra's proposal, this call will then be blocked if the call is from a Telstra mobile, diverting to another Telstra mobile. As a result, the caller may not receive the medical attention they require

We believe that 99% of the calls that Telstra will be blocking will be legitimate calls from their competitor networks, and at its heart, is anti-competitive