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**From:** Mark [REDACTED]  
**Sent:** Friday, 30 September 2022 1:32 PM  
**To:** Merger Authorisations  
**Subject:** Telstra/TPG

My wife and I are just 2 customers who have had many years experiencing various Australian telcos. After leaving Optus for Telstra we have finally been with Vodafone for last 5 years or so. Optus service was terrible and Telstra was expensive, with their service also only marginally better than Optus.

The turning point was the far better overseas roaming deal with Vodafone.

When one goes with Vodafone one accepts the downside of their inferior coverage outside metro areas, but their pricing and service outcome this.

Accordingly we are very much in favour of the proposed Telstra/TPG deal as it would obviously increase Vodafone's rural coverage. Thus we believe would in fact increase competition as it would take away the one disadvantage with Vodafone .

Mark and Margaret Cruickshank  
Sydney