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**From:** Zillah Vaz Desouza [REDACTED]  
**Sent:** Friday, 10 June 2022 12:39 AM  
**To:** Merger Authorisations  
**Subject:** Tech Mahindra Limited ]: MA1000021 – Telstra TPG Spectrum Transaction – submission’.

To ACCC,

I am an experienced business leader having spent over 20+ years in the telecommunication industry in India. In my current role , I work for Tech Mahindra Business Services, a Global Business Process and IT Services organization that offers a range of services in support of telecommunication businesses globally. The business I directly manage, is providing end to end customer support services to an Australian Teleco since 2003.

I am responding to the letter dated 31<sup>st</sup> May regarding a an application for merger authorization from Telstra Corporation Limited (**Telstra**) and TPG Telecom Limited (**TPG**) in respect of a Multi-Operator Core Network (**MOCN**) commercial arrangement: a MOCN Service Agreement, a Spectrum Authorization Agreement, and a Mobile Site Transition Agreement.

I strongly support this merger which proposes to deliver better network coverage and options to customers that use mobile and data services while living in or travelling to regional Australia. Some reasons why I am supportive of such a merger are :

- Potential Customers :
  - Reliable and seamless Coverage is the most critical requirement influencing the buyers decision when considering a mobile / broadband service . This is evident from the feedback and insights we’ve gathered speaking with potential customers that call us for a sales enquiry but are unable to purchase a service due to limited or no coverage at their work or home location . The current options available to such customers are limited to 1 service provider which takes away competitive advantages such as better pricing and rollout of new technology options to such consumers. This merger will therefore provide more choices to customer who can experience better connectivity and reliable services at a reasonable cost while working or living in rural / regional Australia.
  - As a result of the pandemic, there has been a substantial migration of urban workforces to regional / rural areas as remote working has enabled them to make changes to where they live and work. Ability to stay connected at affordable prices due to competitive options in such markets will help maintain such an equitable distribution of workforce/ population and in turn can greatly benefit the economic development of regional Australia. An added bonus of better connectivity can also **boost tourism which leads to further economic uplift**
- Existing Customers :
  - Coverage is one of the top 2 reasons for contacting a customer support team. Issues such as call drops and poor data speeds are caused due to network congestion or unreliable network coverage. Wild weather events and other such disruptions to service has resulted in increased customer dissatisfaction and eventual churn.
  - Opportunities to invest and build stronger network in regional Australia enabled by this merger will be highly beneficial in reducing customer dissatisfaction, complaints and churn.

Thanking You,

Regards,

**Zillah Vaz Desouza**

Vice President - Operations

**Paradigm Towers, 5th floor, Mindspace, Malad (West), Mumbai 400 064.**

**M:** [REDACTED] | [REDACTED] |

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