

## MELBOURNE MARKET AUTHORITY



**MARKET CIRCULAR NO: 607**

**Date: 3 March 2014**

**TO: All tenants at the Melbourne Market**

**We are planning telecommunications and I.T. for Epping and we need your help.**

As part of MMA transition to the new modern facility at Epping, we are looking for feedback from all of our current tenants regarding anticipated telecommunications and I.T. requirements for Epping.

We have developed a short survey and we would appreciate your feedback. This feedback will assist us in developing a system that will provide the best level of service and meets the needs of our industry in the most cost effective way.

A copy of the survey is attached to this market circular for your convenience. If you have already completed the online version of the survey (emailed to all tenants last Friday) then please disregard this circular. The survey will take approximately 10 minutes to complete.

We would recommend the survey is completed by a suitable person in your business who is aware of your telecommunications requirements. For example, the business owner or manager.

Please complete the attached survey and return to the MMA administration office or customer centre by Friday 7 March 2014.

Please note, the information you provide in this survey will be treated as confidential and is non-binding.

A handwritten signature in black ink, appearing to read 'Mark Maskiell'.

**Mark Maskiell**  
**CEO Melbourne Market Authority**

## 1. Your name

## 2. Company name

## 3. Contact email

## 4. How many desktop phones do you currently have in your office at West Melbourne?

- None
- 1
- 2
- 3
- 4
- 5 or more

**5. A Private Automated Branch Exchange system (PABX) allows a single access number to offer multiple lines to outside callers while providing a range of external lines to internal callers or staff.**

**Are you currently using a PABX system?**

- Yes
- No
- Unsure

## 6. Does your company use a fax line?

- Yes
- No
- Unsure

## 7. Is the fax line a separate connection or shared with the telephone line?

- Shared with telephone line
- Separate line just for faxes
- Unsure

## 8. Who is the current telephone landline provider for your business?

- Telsta
- Optus
- TPG
- Primus
- AAPT
- Other (please specify)

## 9. Is your landline telephone currently bundled with your internet services?

- Yes
- No
- Unsure

## 10. Are you on a fixed landline phone contract with your current provider?

- Yes
- No
- Unsure

If you answered yes, how long before your current contract expires?

## 11. Approximately how many calls would your company make in a week?

- 0 to 100 calls per week
- 100 to 200 calls per week
- 200 to 300 calls per week
- 300 to 400 calls per week
- More than 500 calls per week

## 12. Approximately how many calls would your company receive in a week?

- 0 to 100 calls per week
- 100 to 200 calls per week
- 200 to 300 calls per week
- 300 to 400 calls per week
- More than 500 calls per week

# Melbourne Market Authority Telecommunications Survey

## 13. Approximately how much is your company's landline phone bill per month?

Line rental \$	<input type="text"/>
Cost per call \$	<input type="text"/>
Total overall costs per month \$	<input type="text"/>

## 14. Do you currently have broadband connection in your office?

- Yes
- No
- Unsure

## 15. Who is your current internet service provider?

- Telstra
- Optus
- TPG
- iiNet
- Primus
- AAPT
- Other (please specify)

## 16. What type of connection do you currently have?

- Analogue
- ADSL
- Cable
- 3G or 4G mobile
- Satellite
- SHDSL
- VDSL
- Unsure
- Other (please specify)

## 17. What broadband plan is your company currently on?

- 20Gb or less
- 50Gb
- 100Gb
- 200Gb
- 500Gb
- Unlimited
- Unsure

## 18. Do you have a broadband internet contract?

- Yes
- No
- Unsure

## 19. How long until your broadband contract expires?

## 20. Is your internet currently bundled with your telephone services?

- Yes
- No
- Unsure

## 21. How many computers in your office are currently connected to the internet?

- none
- 1 to 5
- 5 - 10
- 10 or more

## 22. Do you currently have a client - server network?

- Yes
- No
- Unsure

# Melbourne Market Authority Telecommunications Survey

**23. Do you have any applications/programs which require the use of the client - server network? For example shared network drives for file sharing, Point of Sale systems or email?**

- Yes
- No
- Unsure

If yes, please specify

**24. Do you currently have a wireless network setup at West Melbourne?**

- Yes
- No
- Unsure

**25. How many computers, laptops, mobile devices/tablets are using your wireless network?**

- None
- 1 to 2
- 3 to 4
- 5 to 6
- 7 to 8
- 9 or more

**26. Approximately how much is your company's broadband internet bill per month?**

Total monthly cost \$

Thank you for your time. This information will be kept strictly confidential and will only be used internally by the Melbourne Market Authority.

It will assist us in determining the most appropriate telecommunications infrastructure required for all market users at the new Epping Market.