

CSG Thematic Review – submissions from Max Herron, TAS

We live in a high fire danger area. We do not want our landline service to be downgraded or changed in any way as it is a very reliable service provided by Telstra. We have no reliable mobile service only wifi calling which isn't always available. We have nearly always had good response to service issues. Our original cable which was prone to outages was replaced by optic fibre some years ago which increased the reliability many fold thanks to Telstra.