



Telstra mobile signal was quite poor at my address many years back so I purchased and installed a Telstra Smart antenna kit which comprised of QTY x 1 internal Telstra Smart antenna repeater + QTY x 1 external antenna along with associated cables. The cost was \$1700 for the equipment + installation costs. I could have this cost of the physical equipment placed on my private Telstra account which I paid off in instalments. This internal Smart repeater constantly lost connection to my mobile devices where I had to cycle the power (several times per week) over many years. We noticed the signal improving coming up to 2019/20 then we lost almost all connection to the local tower in [REDACTED] during Covid. I contacted Telstra directly and was put through to a technician that was working on the 5G roll out. He said that once this occurred, the signal would be shared amongst 4G & 5G alleviating the burden on the wider network. This didn't occur, it only got worse that I know exactly where my mobile drops out, on a bend [REDACTED] on the [REDACTED] Road (every time) and at my front gate (within a metre, every time). I then purchased a Cel-Fi Go Telstra repeater/booster that attached to my previously mounted antenna on my roof. This improved the internal signal quite substantially, however, I had to purchase this myself without any help from Telstra (although I rang to express my disappointment with the added cost on replacement on the previous substandard Telstra Smart antenna). I hope that this could be reviewed why our signal is so bad.

On another note, we did have Telstra arrive in [REDACTED] some years back and installed a tower only [REDACTED] up the road from my house but was for NBN. I attended an open day where Telstra representatives were there to help with signing up new accounts but was surprised (shocked) that the signal doesn't reach my side of the road (where approx 80% of residences live).