

## Mobile phone issues

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- My partner and I both use Telstra for our mobile phones and mobile wifi.
- We spend \$165 per month between these devices
- We have lived at Port Augusta, SA for 2 ¼ years (21 mths at Stirling North, and 7 mths at Port Augusta West), and I work in the [REDACTED]
- We had intermittent phone signal issues the whole time in Stirling North, it is known for that. I made a complaint to Telstra, and had numerous calls and did many tests with them, to no avail. They said their tower has no issues, and blame my device.
- We moved into the Port Augusta township, and our service is actually no better, probably worse in fact. I recently made another complaint to them, and once again, after many calls and speed tests, they declare there is no issues with their towers. Blame my device, building etc. I have a brand new device (Samsung S24+) to my previous complaint.
- I have had a speed test, with download speed of 0.35 Mbps. That is ridiculously slow.
- My partner sends me a photo at the end of each of his shifts. About 3 weeks ago, over a period of about 5 days, they were not coming through. Randomly, and out of the blue, they came through. 1 was 3 days after, 1 was 5 days after, and 1 was 7 days after being sent.
- I work in [REDACTED], and speak to a lot of people daily, all with the exact same issues. Our wifi instore is extremely slow the last 3 months approx, and wastes so much of precious work time, and customers time, while we wait for our devices to load information.
- Summary, we have 3 devices all with poor signal, and speed issues. All of our friends complain about the same problems. A large number of my

customers, while waiting for our devices to load on my work Telstra wifi, comment about their problems.