

Submission to the 2021 RTIRC Review from [REDACTED]

Emailed - Tue, May 14, 2024 to [REDACTED]

Dear [REDACTED],

Today I received an email from my friend [REDACTED] whom I believe mentioned my ongoing very trying situation with Telstra and I am happy to provide details to you.

I have a full book of personally composed complaint and major problems I have experienced with Telstra since Sunday 9th January 2022. Please note there has been ongoing chronic issues with my landline phone with Telstra for approximately 15 years.

I reside in a black spot area where mobiles only occasionally receive a signal and as I am 69, live in a remote rural area, am a **priority medical client** and reside alone I need a landline.

I have just recently had my landline changed from a **3G system to 4G**. Problems I experienced in regard to this:

I applied on 19th February 2024 when 1st notified of the required upgrade and was informed a technician would contact me within 3 days. I waited a month and nothing eventuated.

I again contacted T on 4th March. with the same result and again waited a month with no result.

I then made a complaint to the Telecommunications Ombudsman [REDACTED] and T. approached me using the excuse because my account was in credit to the total amount of \$1000 this caused problems for them. There was no apology.

I then received notification from T. that 4G had been installed - this had not occurred. Again I went back to the TO and made a complaint one being that I was continually being lied to by T. Whilst trying to contact T. on many occasions I was waiting for 2 hours just to speak to an employee.

On Friday 3rd May after being stuffed around for 3 months a technician installed the 4G system. The problem now is and T. refuses to fix it is that when calling anyone it comes up as "private" and many friends and professional people including the Ombudsman and the Telstra Regional Office will not answer these calls. I requested T. to change this and was told NO. I do not have a smart phone, do not have the T. app and cannot change it myself.

Also I was hounded for a \$1 payment despite my account being in credit as previously stated. On Sunday 21st April I received a message from T. I owed them \$1. I rang on Monday 29th April and was informed this was now fixed. On Sunday 28th April I received another message stating my phone would be cut off because the \$1 had not been paid. On 29th April I spoke with [REDACTED] who informed me she had corrected the issue. Once again this was not done. Had contact with a guy named Josh from Regional Services who also informed me after taking my credit card details that he had fixed the problem. Once again NO. On Sunday 5th May I received a final warning from T. that my phone would be cut off. I again rang T. [REDACTED]. Finally after putting the \$1 onto my credit card the matter was finalised. After all this stress on Wednesday 8th May the \$1 was credited by T. to my card.

During this change from 3G to 4G I was continually informed I could not keep my old number I had had for 40 years. I continually questioned this and was finally informed by a technician there was no reason I could not keep my old number. This situation caused huge stress for me.

The above incidents are typical of the problems I have with T. and I wish to stress here there appears to be so many sections in T. that the right hand has no idea what the left is doing and it has caused me huge problems.

In 2022 I was classed as **medical priority** and with the problems over 3G to 4G I was informed that I was not medical priority. Telstra had removed this from their computer screen and on one occasion I was asked by an employee what my medical problem was which is totally inappropriate. Finally after complaining long and loud T. finally rectified this huge blunder. I also took this complaint to the TO.

On Tuesday 5th September 2023 T. turned off a tower in the Dunalley area which directly affected both my landline and my mobile. Both phones were completely dead and I had **NO MEANS OF COMMUNICATION. T. had not informed me they were shutting the tower down. Once again I state here I am a medical priority client and they ignored this.** I had no communication for 24 hours and I was lucky my Brother visited me and on returning to his home 40 kms away he informed T of my drastic situation. T. was extremely rude and informed me it was up to me to contact them ASAP concerning a fault. How could I? **T complaint** [REDACTED]

In 2022 my land line phone was inoperative on 11 occasions. In 2023 my land line was inoperative on 22/3/23 - 3/4/23, 12/4/23 - 13/4/23 and 14/4/23 - 24/4/23.

During these periods a technician informed me that the Dodges Ferry exchange which my phone was routed through was in a drastic state of disrepair and T was not prepared to upgrade it to an acceptable standard.

On one of the many occasions my land line was out of service I accepted the offer of a satellite phone from T. This decision was a stupid one because despite the fact my phone was down for over a week the satellite phone did not arrive until the day after my phone had been repaired. Due to this I declined future offers of satellite phones and also due to the fact that I was informed I would have to install it and not being IT "savvy" I knew I would be incapable of doing it. I asked for a technician to install it and was refused.

I was unaware for a long period that T should have been paying compensation when my phone was down for a certain period. For a long time this did not happen and I believe it was the TO who informed me of such. My service was so bad that every time I made a complaint I insisted that a credit be accounted to my account. Unfortunately this course did not lead to better service.

In the past 10 - 15 years I would estimate I have made approx. 200 complaints to T. and would estimate approx. 50 - 60 to the TO.

During the above period T. staff have continually lied to me, on many occasions not recorded my complaint, had me in tears with their rudeness, given me false employee details, stated I was speaking with a supervisor when I later learn this was incorrect, I've been asked for specific medical details which is a breach of private policy, I was offered a \$20 indefinite land line service by T. because of the extremely poor service and was offered this if I stopped making complaints to the TO. T. later renegged on this contract and increased my monthly payment and on one occasion threatened that I would have to pay the balance owing on the \$20 service.

Emailed - [REDACTED]

A HORRIFIC ADD TO THE ABOVE:

Dear [REDACTED]

On Wednesday 15/5/24 I approached Telstra to ask if they would remove the private number and have phone calls reveal my number. The person I spoke to, [REDACTED], reference [REDACTED] informed me that my phone was still on diversion to my old number and had not been permanently changed back as I had previously been informed by a female T. employee had been done. He informed me he would do this and contact me when done.

At 2.30pm I received an email from a friend informing me my land line had been **DISCONNECTED. This was definately not what [REDACTED] had told me.**

At 2.40pm Thursday I rang T. on 13 2203 and spoke with employee [REDACTED]. I gave her the reference # and informed her my landline had been disconnected and this was not supposed to happen. I was informed she would reconnect it. After being placed on hold for 20 minutes she hung up on me. When she rang back on the new # T. had previously given me she stated: **there was a technical issue and she could not reinstate my old number but would forward the problem to another section but it would be several days before anything would happen.** I asked to speak with a manager or supervisor and was refused.

I was desperate and extremely stressed. I rang the Ombudsman and was informed they would contact T. but have not had any further contact.

This drastic situation has left me a landline that is disconnected and none of my Doctors or friends are aware of the new number. I informed the female I was speaking with that I was a **medical priority client** but this made no difference. I had trouble while my landline when on the copper wire system but since being forced to change by Telstra

from copper wire to 3G and then to 4G the situation has been one **major stressful disaster after another for me and Telstra just does not care or is prepared to fix it.**

I made a complaint to T. but doubt this was written on the computer as the employee would not give me a **complaint number but stated it was included under the reference number. I don't believe T. will deal with this complaint.**

Telstra needs to be severely reprimanded or fined when they allow situations like this to occur and continue unresolved.

These situations are not rarities but are common occurrences.

[REDACTED]