

Letter regarding poor telecommunications in Hornsby Heights, 2077 N.S.W.

January 2020, there was a severe storm with lightning that took a direct hit on the substation kiosk outside our home at [REDACTED], it caught fire and all power was lost, it took 3 days for power to be delivered from an adjacent grid to power the area of The Crest and Heights place. This also failed the NBN router to our home and of course as we cannot have a dedicated landline we lost the Optus VOIP to our house phone, something that took weeks to resolve.

We had to rely on extremely poor mobile communications from Vodaphone with from 0 to 1 bar of communication signal, walking around the house to find a good place to make a call, in the end we had to drive up to McKay Road on top of the hill to make calls. We also had little or no internet service.

This had left us completely isolated in a valley surrounded by bush and unable if needed to call for assistance or receive bushfire information.

This is something we have complained about to the providers ever since we moved here, being told a fix is coming, it will be all OK in 6 months, well it's been 7 years and we are still waiting. Not good enough communications providers, please just fix it. You take our money and provide no service.