

31/07/2021

Re: Telecommunications Review 2021

To whom it may concern

I have lived in Warrnambool since 2011, I have lived in three different homes during that time, and I have never had reliable connectivity. Complaints I have made to Telstra have fallen on deaf ears, and in all this time, I have never experienced hassle-free telephone calls.

In my current unit in the middle of Warrnambool there are just two "sweet-spots", but if I move the phone out of these spots, even a move of just 15 centimetres, the signal drops out and my caller and I have to try to re-contact each other, and this can happen 2-3 times during just one call to my mum. Rarely does my television go one whole day without loss of signal, on any channel, and this makes my experience of watching television a disappointing one.

Frustrating, upsetting, time-wasting and unacceptable are just a few words that describe my telecommunication experience over the past 11 years. Apathy set in with me a long time ago, the ACC should have been addressing the signal/connectivity issues a long, long time ago. I believe products need to be fit for purpose, an unreliable and unpredictable telecommunications service such as I have would not pass the basic standards, for example, the ability to call emergency services in the case of an emergency. If I fall over in any of the many "sour-spots" in my unit, I will not be able to call for help unless I can get myself to a sweet-spot.

Regards

Deborah Albert