

Middle Dural – Telecommunications

My name is Glenn Tant my wife and family live at [REDACTED] *Dural NSW 2158*. Middle Dural is not a regional or remote part of Australia, it's a suburb of the city of Sydney.

We have lived here for 23 years for all this time we have the following

1. No Telstra land line.
2. No reliable Telstra mobile phone reception.
3. No Telstra ADSL connection.
4. No NBN FTTH Service – just NBN satellite Sky Muster with limited download when it works.

I run our Emergency Training business from home where I assist and train nursing staff and management in Health and Aged Care facilities.

My business is important part of these facilities compliance requirements to keep operating.

I'm also looking after an elderly mother-in-law at home, and again, I dread the day I have to rely on Telstra for making emergency call for her urgency medical care.

The main issue now due to COVID is that I'm now forced to totally rely on Telstra's non-existent telecommunication service to;

1. Contact emergency Services for personal medical assistance.
2. Keep my clients compliant with safety standards.
3. Try and stay in business.
4. To keep a roof over my family's head and feed them.

After many years of hours waiting on the phone and written complaints, I'm now just physically and mentally tired. Keeping a man from earning a living to provide the most basic of needs goes to the very core of what my compliant with Telstra is here.

Thank you for reading my submission and I can be contacted anytime to discuss via [REDACTED] (but I can't guarantee mobile connection)

Regards

Glenn Tant