



We pay \$75 pm for a adsl service that is only working at 4bps, no mobile reception.

NBN has been promised for 3 yrs now. It was due for June 2021 and now update says Jan 22.

We cant work from home, make phone calls, or watch movies, our streaming services we pay for cannot be used properly.

With COVID we are all at home and have to go for a drive in our car to make a phone call.

When our kids have been home schooled, we can not have more that one person on a video call at one time.

We have lodged a claim to the TIO case 14853.

Telstra will not fix our lines to improve the service and have advised all we can do is wait till NBN comes or Pay \$2,000 to purchase and install Telstra Mobile Smart Antenna which Telstra refuse to pay for.

We have made many complaints with Telstra for many years, however they offer no solution. Telling us to wait for NBN and NBN keeps rolling from year tro year and no one can help or cares about our street, suburb or community.

It has affected our home and each of our mental health with absolute frustration, anger and absolute disbelief that I need to have to write this for something again, where we will not see anyone change this problem we face. But yet we still have to pay for a service we do not get.

We are begging you! PLEASE HELP FIX THIS NOW!