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Annangrove NSW 2156

2 August 2021

Brief Outline of Telecommunications Issues at above address.

1. See my Research and letter dated 20/4/20 to Stephen Rue, CEO NBN outlining problems – summary of our street which I surveyed.
2. Our address was eventually tested for fixed wireless – not suitable
3. Our address and street was subsequently listed as available for satellite – expensive and substandard service compared to the rest of Sydney Metropolitan Area which we have declined. **NBN admitted that in 2020 an internet connection was as vital as “the old landline”.** NBN advised that there were **no plans to upgrade or put more towers in our area which would enable fixed wireless.**
4. Original PTSN line to house that was damaged, initially repaired and subsequently repaired (2020) when a truck pulled it out (which we told Telstra would happen, as cable was low and noncompliant) has gladwrap plastic style tape wrapping it to pole. New cable was not installed – old one just hoisted up and taped to pole.
5. **One year later, we continue to experience dropouts – again in covid lockdown** and trying to run a business from home. Telstra came out, approximately 10 days ago and couldn't find the problem but said probably the modem and would send us a new one – we are still waiting. Last year they also sent us a new modem – we have power surge protection on the house and know it is not the modem (husband has electrician and telecommunication qualifications).

Additionally,

6. Recently had an ongoing problem with our mother's (92 years old) relocation of phone service, Richmond NSW – problem not rectified in 7 months. Contacted CEO of Telstra threatening Current Affairs – whole matter sorted within 24 hours.

We live in the bush – my husband is in the Rural Fire Service – when the phone is out in summer, I am forced to watch for the smoke to know whether or not to evacuate as there is no mobile coverage – no 000 service. TRUE STORY!

Thirza Teuben ██████████ and Arnold Teuben ██████████

