

Committee Secretariat

Hi,

My name is Garry Thompson I am a 67yr old retiree and with my wife are living on 26 acres of a small farm in [REDACTED] which is 10klms North from the centre of Mudgee NSW. We are 4hrs from Sydney by road

Whilst our mobile reception is generally ok on our property and immediate surrounds, the Internet and actual servicing of Internet has been a major problem ,in particular, over the last few years which I wish to raise and have tabled under the review that is taking place.

Some background-

Our Telstra Internet (and land line for home phone) are on ADSL and has been in place since we moved to Eurunderee 10yrs ago .

We are unable to access NBN which is not available in this area and from what we gather won't be for a very long time.

Alternatives to our ADSL set up are limited and generally no better than what we have now.

We have been a customer of Telstra for over 40yrs across a number of previous and current locations in Sydney/ NSW

Our Internet use comprises Banking , news , information research , emails etc and streaming of sporting events or movies etc

I am rather deaf and require hearing aids in both ears, so understanding the call centre staff and even some technicians has proved very difficult, but my wife Lea or son Neil have assisted with communications with Telstra etc

Recent history

Up until a few years ago the speed and accessibility of Internet was reasonable and we could actually stream to our TV etc.

We have seen a steady and rapid decline in our ability to access the Internet because of -

Consistent Dropouts of service- this gets to be a weekly experience
slow data speeds
no Wi Fi

Telstra has provided service via technicians , changing in- house equipment , house lines etc over the last few years to nearly (in last 12mths in particular) bi monthly call out/service log

without success. Clearly, they recognize there is a problem but don't have a fix or can't because of line ownership!

We have been subjected to scams via so called Telstra /Indian nationals who have obviously gained many details of our Telstra history from within Telstra

We have been placed and will continue to be placed in the dangerous situation of having major fires near us but cannot be alerted from NSW RFS app because there was/is no Internet /Wi Fi service available at various times

We have been so frustrated by the lack of reasonable Internet service that matter is now with the ombudsman for consideration which has been a long slow process,

Clearly without an upgrade to NBN ,upgraded or alternative solution to ADSL we are stuck with a third world communication system .

What should the Review committee consider from our experiences?

NBN should be instructed /told/legislated to extend further out from all Regional towns

If they(NBN or Telstra or Optus) can't provide a satisfactory service, they should be providing an alternative feasible and reasonable service at a reasonable price

Why aren't their more telecommunication towers in the regional areas /bush

Telstra as a provider , doesn't want to fix a problem simply pass on

Telstra call centre staff are unreliable, of dubious character and very difficult to understand

The process of seeking assistance via ombudsman is ridiculously slow and from what we have learnt, is because there are so many complaints against Telstra etc a back log exists- this is way too slow.

Thank You

Garry Thompson



Submission can be Public/published