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Good morning

We live in [REDACTED] Mittagong (approx 2km from a Telstra Retail Shop, so in suburbia).

The tower has been OUT/FAULTY since 11 December 2020. The tower was faulty when Telstra confirmed to us they could provide us with a service and sold us equipment and signed us into a contract on 17 February 2021.

Since 19 February 2021 we have had a dozen different final dates for repair. Every date has passed with no repair.

This is the reality of people's lives - phones and internet 0.88 OOKLA speed tests and then switched off 8am in the morning and no phone or internet all day until afternoon, then poor to non-existent service.

Bowral at work - a medical surgery - struggling for months while the phones and internet drop out and everything has to be turned in again - faxes if reports missed because equipment out

Moss Vale driving through the middle of the Main Street with "no service" on your mobile phone for weeks and traders in shops having "cash only" because they have no EFT = no internet.

Heard all the excuses. Wouldn't happen in a countries like Germany or Singapore.

As there is overseas ownership and "service" is so bad - has deliberate commercial interference been investigated by overseas competitors?

Thanks
Lesley Willing

Sent from my iPhone