

Dear Staff

My details  
Arthur Woodyatt



I moved on to this property in 2011.

The first month on the property I learned that the home phone/land line failed regularly especially during bad weather. This is an ongoing issue.

Telstra techs that have attended over the years who are the only people that you can get a straight answer from about the state of the Telstra network and they all have indicated that Telstra have no intention of up grading the sub station at Tarago which is very old technology and was moved to that location many years ago after being removed from another location in NSW.

The distance from the Telstra sub station and the point in my residence is double the recommended length recommended. The physical landline will also never be upgraded and I will never have the NBN available on the property although I reside 50 minutes from the National Capital.

The mobile phone reception is also a problem and I have contacted Telstra on numerous occasions since living on the property. Some days I have to travel up to 5 kilometres from the property to be able to use a mobile phone.

The issues with land line and mobile phones are exaggerated by the over seas call centre operators who regularly cut a phone call and log it as terminated by the person calling them. This is not the case and I am regularly cut off by these operators.

I have medical issues. When I first moved onto the property I had a medical alert system installed and used the land line to request assistance. This system was not reliable due to the unstable phone lines. The company that the contract is with installed a system that operated of the mobile phone network. This proved just as ineffective and the fixed land line. After a few more years of unstable connection the company installed a new system which operates via a satellite system. This system is working as it should.

Over the years I had not had an effective landline, Mobile or internet service and Telstra claim that they provide the best system in Australia, well I am afraid that is not a compliment.

When I have issues with either the land line or mobile service I speak with other property owners in the area and they regularly report the same issues at that time.

I am happy to speak with a representative at a later time.

Regards

Arthur Ross Woodyatt