

Telecommunications Review:

My dealings are mainly with Telstra and a lesser contact with Optus.

My short foray into Optus was short lived as I quickly learnt they were less organised and just as slow as Telstra despite all their puffing a advertising as to how good they were.

Let me explain why Telstra are so poor:

It takes me at least 30 minutes each morning to secure my connection to the internet. Initially it takes at least 5 hits on keys to get into the Telstra email site and if you are lucky it may stick for a few seconds before dropping out. This will go on for some time – say 15 minutes and then it may stick for at least 5 minutes while you deal with your emails. I should point out that I currently have a mobile modem that gives me greater flexibility with either desk top or the ipads we have and also a lap top.

I have found the mobile modem is no worse than the ADSL version. It also means we save a lot more on our phone bills.

I use “user pay” or pay as you use and take a 12 month selection of 60GB that may last me 4 months and that is \$87 a time.

My costs are now 3 x \$87 plus \$85 per month for our 2 mobiles: Total \$1281 and that includes my fix it platinum service fee.

The cost of internet and 2 mobiles was previously \$1980 so that is a great saving and I get a lot more internet time for my money.

I also have been told by a friend when I had our last outage that took 2 days to fix at our place they also had not only an outage with their emails but their land line was also out and again they had to get in experts to fix it because Telstra could not fix it fully – they only fixed the land line.

I believe if I surveyed all the town there would not be any one who would praise the service received from Telstra.

One of the worst features is the contact to Telstra over any incident. You get an automated voice and if it can not work out what you want the only way to get any service is to say “COMPLAINT” and keep repeating it and they put you onto the complaints department and they do not like that. The auto response is an insult and a time waster. The shortest time I have spent on Telstra on a problem call is 1 hour and at times it takes up to 3 hours as they are so inefficient and lack the skills, problems need to have, for them to be fixed.

As I said I stay with Telstra because I have learnt how to get around the auto service system and know direct phone numbers to get service – or in frustration just keep saying Complaint.

For the size of company it would be the worst I have to deal with.

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