

[REDACTED]

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It is almost impossible for a person (customer) to e.mail Telstra!

I just now tried to reply to an e.mail from Telstra only to be informed that that site was not monitored! I was referred to a "chat site".

I make the following submission relating to poor mobile reception at Woolsthorpe and the unsatisfactory reply that I received.

Alistair Allan

[REDACTED]

## "2021 Regional Telecommunications Review

(TELSTRA COMPLAINT [REDACTED] – 4G RECEPTION WOOLSTHORPE, VIC 3276)

### **Executive Summary**

This application deals with Telstra's refusal to listen to its customers. In this case, the very poor mobile 'phone reception at Woolsthorpe, Vic, 3276.

### **Details**

In May 2020, I lodged a complaint relating to the poor 4G reception in Woolsthorpe despite the fact that there is a 4G transmission tower just down the road from our town near the town of Winslow. That is why I purchased a 4G mobile telephone with a blue tick.

Mobile reception at our house has always been poor and has not improved with the installation of the nearby 4G tower. We can receive and send text messages but not telephone calls. This is most annoying, especially when we are required to call 101, which we cannot do on our mobile telephones from home.

We are not the only household affected. Many Woolsthorpe residents have to go out into the street to make a call.

Reception in the neighbouring town of Hawkesdale, which is further away from the tower, is I am told, much better.

One of Telstra's Customer Service Officers called me to discuss my original complaint. I was recommended to take two actions. The first of these was to make sure that my mobile telephone, a Telstra Flip 2 (4G), which has a blue tick, was set up correctly, which I did.

I visited one of the Warrnambool Telstra shops several times to ensure that it is set up correctly, which, I am assured is the case. (I purchased my Flip 2 from Telstra over the internet.)

My wife has a Blackberry Q5 which she purchased several years ago when Telstra was selling them. I have also checked that the set-up of my wife's Q5 is correct at the local Telstra shop.

The inference is that we should upgrade our mobile phones to resolve Telstra's problem.

The second action recommended by Customer Service was for me to contact Telstra and request a slight modification to the alignment of the transmission tower boxes to re-direct the signal over Woolsthorpe.

The end recommendation from Telstra was for me to purchase a local "booster" for an outlay of about \$1,000.00 of my money.

However, in addition, I am also complaining about the apparent lack of action about my complaint from Telstra.

It is this lack of response that I am complaining about predominately.

I had to pay for Telstra's lack of coverage! So much for Telstra's "support", despite the fact that I had been a loyal Telstra customer for about 40 years.

Telstra makes it difficult for a person like me to make contact either by e.mail or by voice.

I have been a Telstra Platinum subscriber for many years, but this appears to have been no help when making this complaint.

The local Telstra Shop staff, although generally helpful, apparently can offer no assistance in this matter.

My wife and I as DVA pensioners have chosen not to have "smart 'phones" as we have no use for "Apps" or any social media on offer."