

[REDACTED]

[REDACTED]

I have been advised to share my experience with Telstra and the TIO with regards to issues with my copper phone line. A brief summary is as follows

A very brief summary is

- I have lived at [REDACTED] for 10+ years, the copper has been a constant source of failure, in this time getting worse and worse, I use the service for landline calls and ADSL internet (3-4Mbps down / 0.6 up at best, I accept this limit and that's good enough). Sky muster is the only NBN option available to me but it has been an issue where I live (very steep valley) to the point my Neighbour had to be taken back off it and put back on ADSL.
- The Elevated Joint outside our property is a constant source of failure (9 documented in last 12 months alone, it's more as I clean it out too) due to water ingress and ants / dirt etc and is merely aired out each time it fails
- In 2019 Telstra finally admitted the EJ needs proper repairs but no intent or timeframe to do it was given
- After going to the TIO In Feb 2021 Telstra gave me a date the EJ would be fully dug up and repaired of 6/4/21
- At the end of April I went back to the TIO as the EJ was not touched (and failed). As a result it appears the repairs to a different EJ joint was done, and there are still 'plans' for another EJ to be repaired, meanwhile my EJ continues to fail, crackling phone lines, Internet stops.
- It also now seems there is no record or intent to do anything to my EJ, I have documented proof of promises that were made to me and they don't seem to matter. I accepted a resolution in Feb of a credit and based on the assurance the EJ would finally be repaired, this was compensation for issues up to that point. Now the TIO is saying since I renewed a plan in 2020 (only because Telstra changed it without asking!) means I accept the state of the line and have no further claim?

The constant failures have resulted in huge expense in considerable hardware and still running a second mobile broadband service (3g only!) for what is still at best a very patchy alternative, some of this has been compensated by Telstra but the costs to me are far higher.

The TIO has changed their story to me moving the goalposts every time I refute a claim now telling me that I am not under contract and am free to leave and that's that. I have no other option to move to and I am at a total loss of what to do next. My understanding is Telstra are obliged to maintain the copper, I believe I have shown clearly the EJ is not being properly repaired. I am an Electrical Engineer with experience in cable jointing and I know what is adequate. I am instead expected to call once a month to get a tech to come, sometimes weeks later then again chase a credit each time for the down time, meanwhile I am constantly hand maintaining the network just to stay connected.

In a nutshell they want me gone and know the loopholes to do it, can you help / advise if I can do anything further, I am willing to pay for assistance, I am totally at my wits end, this has been a most distressing saga.

Thanks for your time.

Peter O'Grady
[REDACTED]

[REDACTED]

Dear [REDACTED]

My contract is irrelevant to Telstra's obligation to maintain the copper line, any company I would use still needs to use this copper that Telstra will not adequately maintain, having no option is not acceptance of anything.

This complaint is and has always been about the EJ at [REDACTED], nowhere else, it's well documented that the EJ outside my property needs proper repair and has been proven to you as the source of every one of these 'significant' faults you refer to, this has been advised by every technician visit and eventually even confirmed by Telstra, all this is total and indisputable fact that does indeed prove "whether or not the works Telstra proposes will prevent the faults", they won't. I have proven all this to you, seriously what more do you need? Any other issues in the area that are totally irrelevant to this complaint, I so wish you could 'appreciate' that. Of course the other area's are also a considerable concern and would be creating other issues for me but they are not the purpose of this complaint.

You are constantly contradicting yourself, one minute you're satisfied that Telstra have shown intent to fix my EJ but now it doesn't even matter they no longer acknowledge it. Every time I point out an ambiguity to you the next bit of rubbish is thrown at me.

You are implying Telstra have no obligation to sufficiently maintain the copper network which I dispute, as you ignored the request to discuss this on the phone I will try to seek other advice. I am currently in lockdown trying to provide some sort of connection to 2 school kids (one who is doing their HSC) so I am quite tied up so will return to you as soon as possible, I do not consider this complaint completed in any way.

Regards,
Peter O'Grady

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Dear [REDACTED]

You previously said Telstra showed intent yet nothing you have attached shows any intention to do anything to the node at [REDACTED] but an EJ joint elsewhere. I have given you proof of what I was diagnosed and promised AT MY NODE, I have given documentation outline the problems reported with the line since April but it's just being flat out ignored.

So the net result of all this is I have no proof anything is ever intended to be done to my EJ and no deadline to do anything even if I did. When it rains and when it fails (which it will) spend another 10 hours having my personal details passed around and wait a few weeks to have it sticky taped back together, meanwhile the whole time paying double for the privilege.

9 faults in 12 months (and that's just what I reported) is fine apparently, paying twice to stay connected is fine apparently, 6 months into a complaint and people still think I'm complaining about slow speed. Get told charges for the service will be frozen until

resolved but it doesn't happen and gets ignored.

It's clear Telstra are removing their need to provide a service they don't want to maintain and apparently that's OK too, got it.

I am missing something badly here, the information I've given isn't what was discussed and this all seems pretty pointless, perhaps we could speak on the phone?

Regards,
Peter O'Grady

On Fri, 6 Aug 2021 at 14:56, TIO Investigations Team

[REDACTED] > wrote:

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