

My Telstra experience 2021

I live in mobile black spot, relying on landline

January, no phone all month, not just me but the whole Aherns road, Conondale including Crystal Waters village. Over 400 people without phone.

Luckily and strangely, the internet mostly still worked.

Many complaints to Telstra, Com Umbudsman (3 months for response...), MP.

Repeatedly given false info by Telstra i.e "we'll issue you with an emergency phone". Did not. "Will be fixed by that date". Was not. "You can get mobile reception". We can't. "You'll get 2 months credit", Got one.

Then the phone went off for another couple of weeks in April (I think).

Complained again...

Telstra then fixed my phone fully, and eventually gave me 6 months of credit. Even though it was a safety issue mostly for me and the community, not about \$.

And others on property and area still without phone or very patchy and scratchy.

I find Telstra derelict in its duty of care, due to our isolation.

I am about to leave Telstra, even though I am a shareholder and my hubby worked there 20 years.

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Conondale