

F [REDACTED]

Good Afternoon,

I refer to the above RTR 2021 & am keen to provide feedback of my mobile phone signal NBN Broadband issues. My local Federal MP Keith Pitt Member for Hinkler has flagged this as an opportunity for me to submit details, but I am unable to download the required submission form. I am however keen to have my say & I ask for your assistance in this matter.

My wife & I purchased our residential housing block at [REDACTED], a suburb of the City of Bundaberg, QLD in 2017 at which time the area was promoted as a new "Telstra Smart" development. Telstra have not been able to provide me with an acceptable definition of what "Telstra Smart" actually means. We moved into our new home in mid-2018 & immediately noticed poor Telstra Mobile Phone Signal Strength. At best the mobile phone signal was 1 bar with very odd occasion reaching 2 bars & at times no signal at all. Both my wife & each had mobile phones initially of different brands & then later changing to I-Phones with no difference to signal performance & that situation has not changed as at the present time 16/08/2021. Repeated calls to our provider Telstra resulted in them running "tests" & promises to investigate the situation with no result. Each time we made contact with Telstra we would be faced with a different service person who would offer to do "tests" & get back to us, which never did happen.

Our neighbours in our residential estate have been & still are experiencing the same difficulties as my wife & I are. To get any semblance of a suitable mobile phone signal, residents including us, we must walk around our front yards or back yards or the roadway to make &/or receive a phone call – on a daily basis it is possible to hear & see our neighbours walking around outside making & taking phone calls. Most of the calls to my mobile phone & also my wife's mobile phone go to message bank from where we need to find a signal of sufficient strength to respond to that message – it is very frustrating.

More recently I decided to make a concerted effort to get someone from Telstra to listen to me, with details as set out below.

28/10/2020 – made contact with Telstra with a promise to investigate & get back to me – nothing happened

05/11/2020 – As per above & no result

12/11/2020 – As per above & no result

18/11/2020 – As per above & no result

21/01/2021 – As per above & no result

22/01/2021 – As per above & no result

21/04/2021 – Finally that person listened, & gave me a reference number & promised to get back to me with a few days

29/04/2021 – A Telstra person called me back to advise that our area had been recognised as having poor signal coverage & that Telstra were making plans to upgrade the network, but was unable to advise when that upgrade might actually occur. When pressed for a timeline, I was advised that I would be advised of details at a later date.

As at today's date 16/08/2021, I have had no further advice.

To enable our household to have a reliable phone service, we have continued to maintain our Telstra Landline Service, which is connected via NBN. This however also has its problems particularly during power blackouts when the service does not function, a particularly worrying situation in the event of emergency.

Our NBN Broadband service also leaves a lot to be desired as it is painfully slow for the majority of the time.

I do trust that my submission will receive the attention it deserves,

Thanks & regards,

Neville Mundt

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[REDACTED]

[REDACTED]