

## SUBMISSION TO REGIONAL TELECOMMUNICATIONS REVIEW 2021

The accompanying emailed complaint to Telstra summarizes the deficiencies of the telecommunications services to my country residence.

The Wi Fi Service has since been restored. Telstra has not suggested how I can get a better mobile phone connection to my home.

I have not received an apology or explanation for the failure of the services to my home. The Case Manager has not called me back as she said she would 14 days ago.

I cannot overemphasize the importance today of proper telephone and wi fi communications In day-to-day activities. When they are absent, you are totally isolated. Not able to do everyday things you and others expect will be completed. This is true for city or country people.

I simply ask The Review Panel -

Is the Existing Telecommunication System The Best Modern Day Australia  
Can Offer Country People?

eMAIL SENT TO TELSTRA COMPLAINTS ON WE 14 JULY, 2021

I see in today's "Age" that Telstra's CEO, Andy Penn, is seeking extra spectrum to provide a better service to country communities.

My current situation with my Telstra Service should reinforce his request.

Right this moment I have:

- No home phone connection
- No NBN Wi Fi connection
- Only a 3G connection to my mobile in my home.

It has been this way since 26 June That's almost three weeks ago.

An important call from the UK at 05:45am yesterday dropped out and had to be reconnected ten times. Last Saturday, a call around 04:00pm in the afternoon had to be reconnected twice that number of times.

I live within a 10-15 minutes walk to the main street of a major city in country Victoria. Some areas of the city have 4G. There is talk of getting 5G. There are areas, that include my home, that only receive 3G.

Right now my required communication services are concerned with "a once in a lifetime" financial and personal crisis that require, at least, a daily phonecall to the UK. Also, some communications to Germany.

Telstra Support was first alerted to the early signs of the coming service difficulties towards the end of March. A new modem was installed and tested a few weeks later. But, early morning phonecalls from and to the UK deteriorated.

About six weeks ago, two very diligent Telstra Support Technicians established that the Telstra part of the service was operating properly and referred the problem to NBN.

Eventually, two appointments were arranged for a technician to visit my home at different times over a 3-4 week period. NBN failed to keep each appointment and did not contact me on each occasion. Telstra Support has now established that the earliest appointment NBN will now offer is ten days away.

I have conveyed to Telstra Support that this is not acceptable.

I now simply ask the question - Is this the best communication system Modern Day Australia is cable of providing to country people?

John R Johnston

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