

I have been having problems with my mobile phone and internet since approx. last New Year. I had previously been getting 3 to 4 bars in the house and in most of the property in general.

After New Year, this changed to 1 and occasionally 2 bars. Consistent drop outs, terrible squiggly noises and not being able to hear from my side or the other. I rang and complained to Telstra and was told they were upgrading in the area. This went on for approx. 6-7 weeks. I rang Telstra again and was told that it would be approx. another 2 months. They gave me 2 months credit on my account without being asked for credit. At this time the Telstra operator told me that some towers were not being maintained.

I eventually got tired of Telstra's responses and contacted the Telecommunications Ombudsman. They assigned me a complaints manager, which took approx. 8 weeks. Telstra came back with several offers.

Money towards an antennae and booster. Credit on the account. Release from my contract and go to another server.

We have had a Telstra technician here before and he advised that the antennae we are using was the best option and advised on a USB booster which Telstra supplied. This helped at the time. The credit was to be a gesture of good will towards having terrible service for the last 8 months. The offer to release us from a contract was a waste of time as we don't have a contract with them. Going to another server would only have helped Telstra as they would not have to respond to the problems.

We have now been offered a landline (if available, but they can't tell us till we decide to go ahead with it) so that we can have access to 000 in a health emergency. This would be at our expense on a monthly charge.

My husband and I are not young and My husband suffers health problems.

If Telstra could provide good coverage up until New Year, what has happened since? Why can't they fix the problem. Is it the expense? We pay much the same as a city person and are only 33 kms from town. We are not in the middle of nowhere.

This is a problem in my area, not just for me. What do we do?