

Location – Broome, Western Australia 6725. Nearest Telstra tower location – [REDACTED], Bilingurr WA 6725.

My details [REDACTED]
[REDACTED]

The Telstra tower in question is 1.74 km (in a straight line) from my residence. Service from this tower using 4G connectivity is intermittent, with the mobile phone showing 1 bar to 0 bars of signal strength indoors and 1 to 2 bars of signal strength outdoors. Re setting connectivity to the 3G/2G network raises signal strength to an indicated 2 bars indoors and outdoors. Conversations on the phone are subject to periodic distortion and drop outs in either selected mode.

Current mobile device is a Samsung A21s device, and carries the Telstra 'blue tick' for optimum regional performance. My previous mobile device was a Samsung J5 (2016) again a Telstra 'blue tick' device. Performance is identical with both devices, both suffering the same degraded service.

Approximately 5 or 6 years ago the Telstra tower in question was upgraded from 2G/3G to also offer 4G connectivity, and since that event has only produced the current degraded service. Written communication with Telstra concerning the poor service being achieved after the upgrade eventually led to Telstra offering me a discounted price offer to purchase an external aerial system to improve my service, at a cost to me of AU\$1000.00 I declined the offer; I considered the response to be condescending at best, and actually a 'rip off' to achieve an expected result considering the open vistas, lack of obstructions and distances involved. Conversations with near neighbours in the area (one at 2.09 km and another at 2.23 km straight line from the tower) merely confirmed the poor signal strength, both are experiencing intermittent connectivity and drop out when using the 4G system with 1 bar to 0 bar indicated signal strength, and marginally improved connectivity when selecting the 3G/2G service. Neither person can reliably connect to the system whilst indoors.

Multiple conversations and submissions to Telstra call centre re the currently poor service have achieved nothing, and the local Telstra store have advised both myself and my neighbours that they are only a franchise and can do nothing for either myself or the neighbours regarding the matter.

Perhaps this current review of services and connectivity on offer can achieve some result in this area, as I feel sure directives or advisories from this august

group will achieve more than 3 subscribers complaining (and complaining, and complaining).

Thank you for your attention

Barry T Spencer.

Sent from [Mail](#) for Windows