

My issues relate to mobile phone coverage.

Location: Nubeena, Tasman Peninsula, Tasmania. (7184) Regional Tasmania, near Port Arthur

Problems:

- Black spots scattered throughout the community.
- Intermittent lengthy outages. Calls cannot be made & texts are completely unreliable either to receive or to send.
- When an attempt is made to verbally report problems, By driving to another area which has reception, outages are denied despite being widespread locally. Or in person at Telstra service centres more than an hour's drive away, the response is always "you have very poor reception down there" or "oh we know about the Peninsula, there are such widespread outages".
- Reporting a problem via the Telstra app results in a Bot replying without any appropriate response or furthering the issue upline, sufficiently frustrating to give up after much time wasted.

Suggestion:

- As Telstra customers communication re current outages via text could be useful to keep affected customers informed of repair times. Customers are sometimes informed of scheduled Telstra upgrades so potentially texts could be issued by the provider in the case of an outage.

In my opinion, because of the above reasons the service is second rate. Residents & visitors to this area alike, require & deserve better especially as we are an ageing population and reliable communication is vital.