

Telecommunications review submission

RT&LBLukins

I write re our Mobile service coverage and Data provided by Telstra .....

As a longer term Telstra customer, we've chosen to be solely on the mobile network (as we frequently travel away from home) for phones and a wifi data service (via a "Nighthawk").

In November, 2020, our service "dropped": frequent call dropouts and reducing data coverage / speed. This continued to decline so I started a "conversation" with Telstra .....

After about 6 months of ..... nothing ..... I communicated with the Telecommunications Ombudsman ..... raising:

- call dropouts
- Very low data speeds (on Telstra Speedtest, by their standards)
- Poor data coverage (not even being able at times to send texts!!)

At no time was there any explanation of what was happening with their signal (and still none) THOUGH they did offer us to have a Telstra "smart antennae" at 50% of cost of ..... over \$1000 to us!!

Having already bought ourselves a Telstra Cellfi Go (Mobile Mobile Booster) at \$850 (which can travel with us when away) we weren't inclined to have to pay a further \$1k for another product they wouldn't guarantee to make a significant difference!!

With our Cellfi Go, we can mostly get a voice call to work without dropping out ..... though data is still regularly an issue often not being sufficient to use iView on the television or email anything beyond very small files (<1Mb).

In the process, a Telstra "manager" OFFERED that 'we could always go to another service provider if we wanted without penalty' ..... which was terribly tempting (except that in other more isolated areas of Australia, other service providers have little or no coverage for either calls or data)and rather galling!!

Their quote: "our service obligation doesn't include necessarily maintaining coverage in specific areas over time" 🙄