

26-9-2021



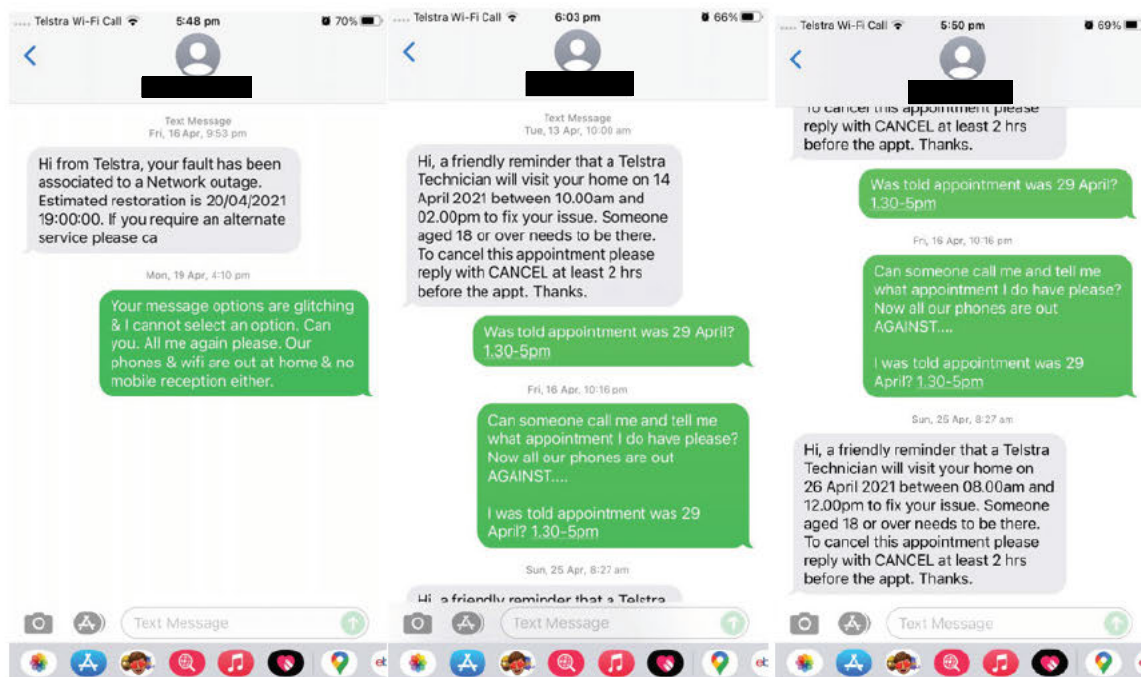
Fulltime resident of the Macdonald Valley  
Mother to a YR 12 2022 COVID home learner  
School Administration Officer, attempting to work and zoom from home

To the Secretariat,

My own personal experience is of frustration at the poor performance and service given by Telstra in the Macdonald Valley. Frustration to the point of giving up in despair of any improvement. The aging, outdated & over-subscribed ADSL network in our area is failing on many levels, just at a time when everyone, is relying more and more on telecommunications for work, school, health-everything. Mobile coverage, almost non-existent and wi-fi calling, heavily relied upon.

Back in April of this year , after suffering over many months, multiple outages and very inconsistent service, I attempted to have a Telstra technician come to my home to ascertain whether there was an actual issue or if a new modem might improve my service.

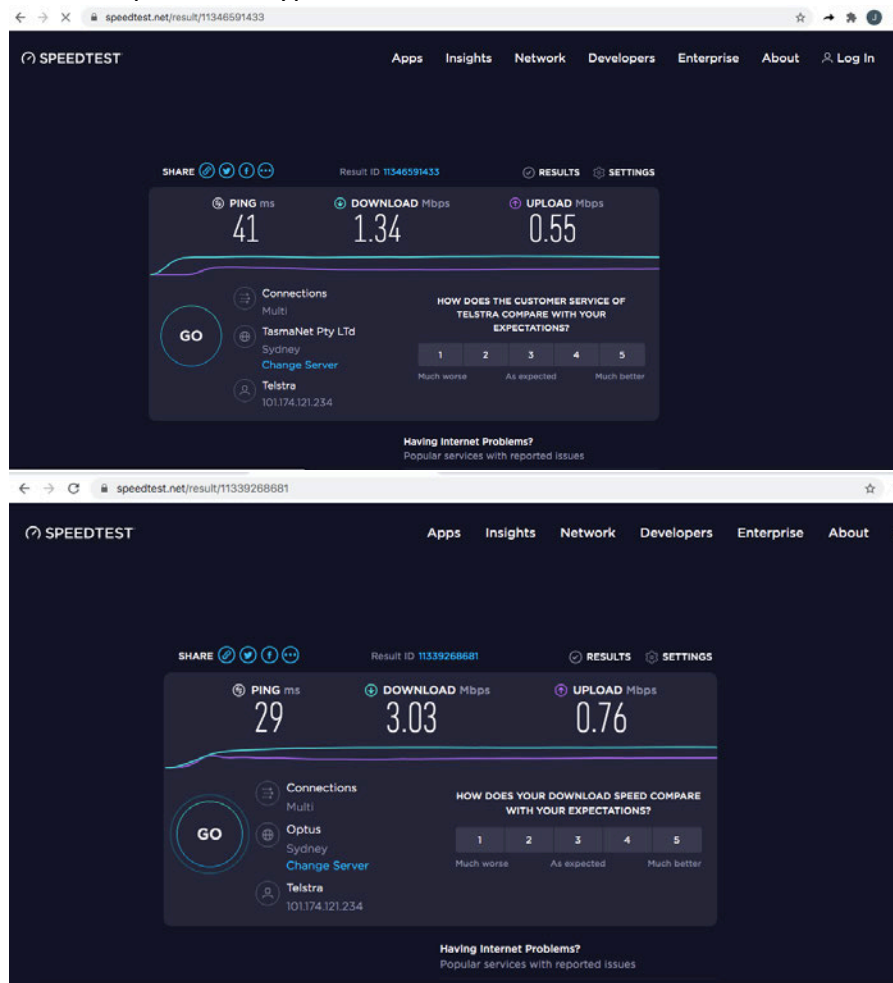
After multiple cancelled appointments by Telstra, a flood, then more cancelled appointments by Telstra, I made a complaint about the handling of my case and lack of resolution.





I am missing one text message and that was the one to follow that they advised my case was closed. What a joke. BTW, I never did get the offered refund on my service either.

Internet speeds are typical of the ADSL services in the screenshots below.



I have since done some research locally to see what NBN Satellite services might be better but so far have found variable experiences and am uncertain whether all the hassle and expense of changing service will bring any better results.

Hawkesbury City Council have recently installed NBN Satellite at The St Albans School of Arts Hall. Borne out of their frustration at the inadequate and largely non-existent mobile coverage for much of the valley, when they are making use of the Hall for Community Hubs, information days and the like. The intention being that it will be available for all Hall users and the entire community in times of outage and emergency. Knowing as they do that we have sub standard communications across all options within the Valley and do not enjoy what most people in more urban areas have come to regard as a standard necessity for learning, working and life.

Yours, in despair,

[REDACTED]