

We have had a battle with Telstra to get our fixed line put on as mobile does not work where we are at [REDACTED]. It is our only means of communicating along with a very ordinary satellite service provided through Activ8.

Is there any chance of improving communication throughout this area?

Regional areas as a whole miss out. The worst thing the Government ever did was sell our Telecommunications. Everyone now in Australia should have proper effective and cheap communication. Our service is very expensive for the poor quality and less than speedy repair when problems arise.

My experience with Telstra was terrible and I ended up with the ombudsman. If not for their intervention we would still be languishing on their absolutely hopeless system of getting things done. One phone call or email never gets the problem solved and every time you speak to someone the whole conversation has to start again with a different person whose English skills are definitely below par. We also had a problem with Activ8 who took so long to send someone out to repair a faulty problem with the dish. It is very frustrating and we always feel as though we are second rate citizens out here.

Thank you for taking the time to read this and hopefully make these companies far more accountable to their PAYING customers.

David Clark

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