

Having owned various rural properties over the past 45 years, I have experienced financial hardship, ill health, drought, bushfires, floods, and mice plagues, but these are minor in comparison with 7 years of sheer hell in dealing with Telstra.

We have property at Timor NSW.

We only have a Telstra landline service, as mobile reception is unavailable in our area, and we need to travel 30 minutes, limited to 2 directions, to get mobile coverage.

Service interruptions - only from Nov 2020

November 2020 through to March 2021 - No full month of service

April and May 2021 - No service at all during this time

June 2021 - full months service. Sometime prior, Telstra had changed my \$52.00 month all calls inclusive plan, and had not informed me. June call charges were \$176.00

July 2021 - I complained to the T.I.O. about these charges and also the service was not working.

These call charges were credited, and discussions with Telstra forced me to accept an \$80/month plan under duress, with no call, charges.

August 2021 - service interrupted and amount received was not \$80 inclusive of calls, but \$110, when the phone was out of service.

Another complaint to the T.I.O. which is still no concluded.

Telstra claim that my phone account is listed as a business phone, yet for a number of years, up to March this year, my account was \$52.00 per month calls inclusive.

It is also listed as a medical priority account.

Telstra are now insisting that I complete a change of ownership form, to which I have objected. I believe that to insist on me completing this form is fraudulent, merely for their internal recording to change from a sole trader(business) to an individual.

I am suffering from an incurable, terminal disease, and at this time, the frustration of dealing with these uncaring, inconsiderate, and at times, vindictive individuals causes me to be physically ill. There needs to be people who understand rural community needs and specific teams of people dealing with the aged, disability, and lack of electronic communication skills.

When an attempt is made to lodge a fault complaint, it is not uncommon to be on hold for 40 minutes, then be transferred to 3 or more people, and then have them hang up. All during this time, the same information has been provided in a repetitive manner.

I'm sorry to say that I hold shares in such an incompetent, poorly managed, cost inefficient company.