

[REDACTED]

H [REDACTED]

I am **again** getting in touch with you as our landline has **again** gone down and I have no other means of calling from this property.
We have the app downloaded but are, yet again, unable to phone anyone or even lodge a service call this time through the App.

On a 39 degree day with dry winds I hope to hell we don't have a bushfire because I won't be able to phone for help !!!!!

I am unable to actually express how angry I am about this continued lack of service and continued inability to get in touch with the leading National Telco.

Are you please able to help me out again and also give me the name of your Department Head – your service has been fantastic, unfortunately however I need to make sure this doesn't happen again and as such I would like in this instance to take it further.

Hopefully speaking to a Department Head will eliminate me needing to contact the Media and the ACCC as that is my next port of call if this is not rectified in the next 48hours.

I will stand by to hear from you

Thankyou

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]