



Hi 

Thanks so much for the call. Attached is the invoice and if I can provide anything else, please let me know and I'll flick it through,

Kind regards





Security Warning

Hacking and attempted fraud is on the rise. Please **DO NOT** act on any communication from us asking you to change bank account details without first contacting us by phone to confirm the authenticity of the request



Good Morning,

I was in touch with your office a while ago now in relation to getting landline and wifi services in the Eureka area.

After much ado, both Telstra and Optus admitted that copper lines were no longer being used and we could not have a landline anymore – and we were told cannot access wifi through anything other than satellite through Skymesh.

So, we have gone down that path and have Skymesh wifi – which is a very, very poor service, drops out regularly and does not assist 'wifi assisted calling' on any of our mobiles.

We have been into the Bundaberg Telstra shop twice now, (where all of the staff stand around chatting and laughing – but have no answers) ordered a newfangled box that is supposed to give us a landline, because none of our mobiles work reliably out here either – and after two weeks of waiting have followed up – still with no call back or any idea what is going on. So, four months down the track, we are still in a position where if there is an emergency situation, we are at risk with no comms – or no reliable comms.

At this point in time, I have started to pay for a Skype number so I don't lose my work from home job – but quite pointless as wifi drops out on calls and the voice delay is anything but professional. My employers are anything but thrilled they can't contact me.

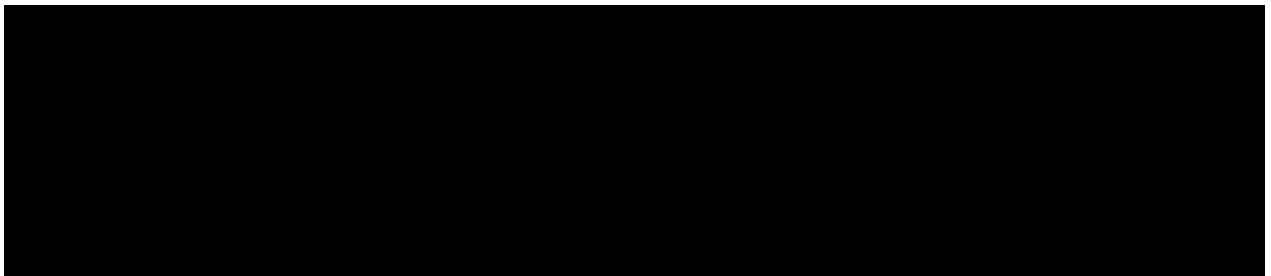
So I am again calling on you to assist, as we have had no joy through the Telstra Townsville Liaison officer – the frustrating part is that we had a landline and perfectly good wifi and mobile call assist through Optus

before my partners ex-wife disconnected the service. We have school holidays in coming weeks, where one of my partners daughters needs to do senior assessments online and once my partner goes back to FIFO, we will literally have no telephone.

I would be very grateful if you are able to help us further on this, as aside from paying a ridiculous amount of money for mobiles we can't use, we are now paying for a poor Skype phone service and a poor wifi service.

Are we the only people in Eureka with this problem and where do we go from here when Telsra is clearly not interested in their customers.

Kind regards



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