

Inadequate communications coverage at Dundee N.T. sample of Telstra discussions attached. Several more saved disappointing texts available. Seems an apology is the solution.

Dear Mark,

Complaint Reference: [REDACTED]

Thank you for getting in touch with us 13 July 2021 about a complaint relating to your [REDACTED] account  
[REDACTED]

I'm sorry we haven't been able to reach an agreement by offering the following options:

Apologising for the slow mobile data connection and call dropouts on your mobile reception at your area in Dundee Beach

Advising you that we currently do not have any maintenance or outage ongoing on your area that would affect your mobile services

We have raised a ticket to our level 2 technicians with reference [REDACTED] to investigate on the mobile coverage issue

The issue was escalated to level 3 technician to check on the issue further and came with the following results: "location is in marginal 3G and 4G and device is dominantly served by our Dundee Beach tower which performance is ok. However, tower is carrying high traffic on 3G. To improve service on the location, external gain antenna is recommended

We have advised that the external antenna will be charged at your own cost, but in case that the service did not improved, we can request for the equipment to be returned and refund the amount paid

We have advised you that there will be no disconnection fees in case you have decided to check your options with another provider.

However, this doesn't resolve the issue because we are unable to provide the external antenna with no cost.

While it's disappointing that we were unable to resolve your complaint, we are confident that our investigation and proposed resolution are appropriate. As a result, I've recorded these details and closed the case.

You may wish to discuss our resolution offer with the Telecommunications Industry Ombudsman (TIO), however if at any stage you decide to accept, please reply to this email quoting your complaint case number [REDACTED]

Best regards,

[REDACTED]

Employee Number : [REDACTED]

Always here to help