

REVIEW OF REGIONAL TELECOMMUNICATIONS

OUR TELSTRA STORY OF POOR SERVICES

23RD September 2021.

To Whom it May Concern,

In the beginning we had Telstra Home Local Landline, Mobile plus and ADSL2+ accounts.

Problems:

- The landline disconnections happened frequently during storms. Poor maintenance on old wiring. Including power loss. And endless fraudulent incoming calls.
- Mobile signal had continuous dropouts. Had to stand outside away from house to get a continuous phone call. Appalling! I have tried Optus and Vodafone to see if they were any better but were just as bad, maybe worse. So, stuck with Telstra.
- The ADSL Wi-Fi download speed averaged 0.2, Hence could not download any Foxtel etc. shows. Plus, I believe our home location is at the maximum distance from our Galston Exchange. Terrible!.

After months and months of complaints to Telstra Overseas about the Mobile signal they eventually agreed for a technician to come to our home and check. Technician confirmed that signal was Poor and reported same. Months of calls and emails to Telstra Overseas and Melbourne, I was given my own complaints officer, (the third one was helpful) agreeing to erect a Mobile Smart Antenna System. After this was installed, we quickly dumped the ADSL Wi-Fi and replaced it with Home Wireless Broadband. On a good day the mobile coverage increased and wi-fi download speeds improved. To use Foxtel download/streaming the wi-fi modem had to be close to the TV. I then purchased a Netgear extender to extend the signal. Download improved but not great – not like NBN. Have had the antenna technician contractor back here to find the best tower to try and help improve dropouts. The towers could not handle the usage in the peak periods.

We still have Mobile phone dropouts., but antenna has improved coverage.

The moment NBN FTTC was turned on in our suburb we connected!

Instantly we cancelled the Telstra Landline and Mobile Plus accounts because of Telstra's appalling service and high costs.

Now using TPG NBN wi-fi and are extremely happy. High download speeds.

Mobile is still thru Telstra as the provider, but account is with Woolworths as they are much cheaper. Second mobile is with Aldi.

I have also reported the poor condition of the Telstra Glenorie and Galston Exchanges to Telstra boss Andy Penn. These exchanges need replacing and are never secured by having the gates locked.

I am happy to talk about our Telstra story. Communication in our region is bad and needs urgent expansion.

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