

Regional Telecommunication Independent Review submission :

Michael Hickey

[REDACTED] [REDACTED]

Boorabee Park , NSW , 2480 .

[REDACTED]

30 Sept 2021

To whom it may concern ,

Please find included details of my experience with the lack of adequacy , reliability and ineffective management of an 'essential' Landline service where No mobile phone service exists .

I will 'cut & paste' two letters submitted to Telstra and forwarded to the Telecommunication Industry Ombudsman earlier this year in relation to a Landline Fault rectification delay ; the failure of Telstra to adequately deal with my escalated complaint by its own standards and as legislated by other instruments .

This landline is not fit for purpose in todays environment but it is all we have .

This is a working farm and a Landline is the only form of communication in an emergency on this property . We will be investigating expensive alternate satelite services in the near future .

Hopefully the timelines as noted correlate as many calls & texts have not been included for brevity .

Thanks for your time in reading my experience .

"

Michael Hickey

[REDACTED] , Ashmore

Qld. 4214

[REDACTED]

Telstra Landline Service [REDACTED] , - 30 April 2021 -

[REDACTED] Boorabee Park , NSW 2480

Reference : Fault [REDACTED]

Complaint [REDACTED]

To whom it may concern ,

Telstra's failure to honour it's Universal Service Obligation to deliver a reliable noise free landline telephone service ; it's inability to repair a fault in an acceptable timeframe as outlined in the Customer Service Guarantee and Non Compliance of handling complaints in relation to "Telecommunications (Consumer Complaints Handling) Industry Standard 2018" has resulted in long wait times trying to contact relevant Telstra personnel to resolve the issue ; failure to escalate or prioritize the 'fault repair' on every occasion I have spoken to Telstra staff has been ignored since 30 March 2021 .

Namely Part 3 - 'Complaints management and response times' in The Telecommunications Industry Standard . Sections 10 , 11 & 13 - Non - Compliance .

I am claiming 'contraventions and damages' Part 2 - Item 203 of The Telecommunications Standard 2011 ; Travel from [REDACTED] Ashmore , 4214 to [REDACTED] and return on three occasions Telstra Technicians failed to arrive ; lost time from work on Fri 09 April , Fri 16 April and Mon 19 April 2021 and loss of business caused by Telstra mobile phone diversion failure (to an inoperable landline located in an area that has NO mobile service , NBN or other internet access) . My business mobile phone is diverted to Boorabee Park landline when I regularly travel to NSW because of no mobile service in the area .

Telstra's claimed exemption under Section 21 , 22 March 2021 - [REDACTED] relates to a weather event from Yamba to Gosford (over 130 km from Kyogle) not in relation to Kyogle to Cedar Creek exchange and further to Boorabee Park copper network services . This exemption claim till 02 May 2021 a total of 42 days in our local area for a weather event that never occurred is disputed .

Evidence in writing 'that the weather conditions meet the criteria specified in Schedule 3' Telecommunications (Customer Service Guarantee) Standard 2011 is requested .

Namely Section Two . - "Heavy rainfall, being rainfall that exceeds the 10 year average recurrence interval (ARI) ...
and Section Three . - Flash flood , being a reported flash flood , or reported heavy rainfall . . .

Also Telstra's claim under Section 21 , 25 February 2021 - [REDACTED] for services being affected to this listed Landline number due to possible severe weather conditions is also disputed .

A continuous period of 67 Days from Thurs 25 Feb to Sun 02 May 2021 claiming an exemption under Section 21 of repairing or connecting services by Telstra (in this case a residential copper landline that

can only deliver voice through a Remote Integrated Multiplexer at the Cedar Creek Exchange) is hardly credible given that an extreme weather event in Schedule 3 CSG as defined , over this period , can not be proven .

Rainfall in the Bentley (postcode 2480) area 2021 , a few km from Landline address ,

attached Bureau of Meteorology PDF.

March 17 - 5mm , 18 - 9 mm , 19 - 12 mm , 20 - 1 mm , 21 - 0 mm , 22 - 21 mm , 23 - 40 mm , 24 - 22 mm , 25 March to 01 April – Zero rainfall .

Telstra staff have stonewalled and failed to disclose why my 'fault' repair has not proceeded .

Telstra staff have ,on repeated occasions , failed to turn up or contact me that service technicians are unable to make the appointments confirmed by [REDACTED] on :-

Sat 03 April , Fri 09 April , Fri 16 April .

Why make technician appointments when they cannot be met ?

Service restored 11:30 am Monday 19 April - 32 days after loss of service ;

28 days after service interruption reported to The Network Services Business Unit and logged by Service Improvement in Assurance Management (SIAM) by [REDACTED] on Mon 22 March 2021 ;

19 Days after I've escalated my service interruption 'fault' [REDACTED] to a 'complaint' on Wed 31 March 2021 .

3 Days after I escalated my 'complaint' to the Telecommunication Ombudsman when a technician failed to show again on Fri 16 April . Ref : [REDACTED]

NOT good enough Telstra .

"

"

Michael Hickey pH. [REDACTED]

[REDACTED]
Boorabee Park NSW 2480

03/06/2021

Hi Jessica , Thanks for your proposed resolution 25/05 on my complaint lodged 56 Days ago on 31 March 2021 ;

I have previously asked for proof of your exemption to rectify the Landline fault lodged on 22 March under Section 21 Part 2 (c) of 'Telecommunications (Customer Service Guarantee) Standard 2011' .

My dispute of your provisional exemption as noted under Section 23 - 1 (b) and subsection 4 on 30 April has not been acknowledged .

As requested again "Evidence in writing 'that the weather conditions meet the criteria specified in Schedule 3' Customer Service Guarantee" should be furnished .

*Telstra is NOT committed to resolving customer complaints and it appears easier and more cost effective to allow issues to go to the TIO .

Your own review process . . . available online (document stamped 29/03/21) .

"Telstra Complaint Handling Process <https://www.telstra.com.au> › personal › help › pdf

'We're committed to acknowledging complaints and resolving them as soon as possible.

This means, that when you make a complaint over the phone, or in-store we'll immediately acknowledge the complaint and give you :

- a) A unique reference number so you can identify and follow up on your complaint;
- b) An estimated timeframe for when we'll resolve your complaint ;
- c) Details on how you can get information about our complaint handling process
- d) Instructions about how to monitor the complaint

We will also inform you about Telstra's internal prioritisation process, and internal escalation options ' "

In this situation your Staff have only provided One item from the outset .

- please provide b ,c , & d .

from internet - telstra

"The steps we take to resolve Complaints

We'll try to resolve your complaint at the time it's raised.

However, if we need to investigate it further, we'll aim to resolve it, or tell you what we're doing to resolve it,

within ten working days. Sometimes we might not be able to resolve a complaint within this timeframe.

If that's the case, we'll contact you and explain the reason for the delay and give you a new

timeframe for resolution."

Nope . This hasn't happened either

- please explain .

As you can gather , I am very dissatisfied with Telstra's complaint handling process ; recent penalties of non-compliance and unconscionable conduct by a huge organisation (namely Telstra) leaves me , as a customer , with limited options to obtain a 'noise free , reliable Landline service' in a location where there is Zero mobile or fixed wireless service . This landline (when working) does provide 'Voice only' but the alternative of a severely limited expensive satellite plan with another carrier is our only option it appears . As previously stated , we 'divert' our mobile phones to this landline when at the Boorabee premises .

Looking at other instruments to resolve my issues -

"INDUSTRY CODE C513:2015 CUSTOMER AND NETWORK FAULT MANAGEMENT

Upon registration of the Code all relevant sections of the industry are required to comply with the Code.

Upon being registered, the ACMA will have the ability to use its safety-net enforcement powers under Part 3 where it is satisfied that a participant in a relevant section of the telecommunications industry is breaching or has breached the Code."

A further escalation about Telstra's failure to adequately maintain or repair this service is being considered .

As a customer I would like to be confident that we may have an ongoing reliable 'landline' service maintained to an acceptable standard , as legislated ; without having to spend months wasting corporate & call centre time impacting on revenue and goodwill .

I have noted that your department has offered an amount in relation to my contravention and damages claim ; I will be seeking advice from other parties as to whether to accept your offer or pursue further documented damages . An apology from Telstra for its lacklustre performance in resolving my issue would be a step in the right direction to put my 'complaint [REDACTED]' (fault [REDACTED]) to bed .

Faithfully Michael Hickey # "

END .

