

Rebecca Perrin



My experience with mobile phone use, internet speed and customer service from Telstra.

I live approximately 80kms northeast of Goondiwindi QLD. I rely on the Telstra controlled Wyaga Tower for my mobile phone and internet use. I am approximately 10kms from the tower. Over a period of 12 months, I have noticed a deterioration of communication services from this tower. I have a Cel-Fi antenna to improve signal, even so the mobile data to my home is unreliable. The service has deteriorated with phone calls from my mobile phone are disconnected. The internet connection using mobile data is unreliable. I have noticed there are certain times of day when I know the service will be better than other times. A Telstra customer service personnel acknowledged to me there is high traffic times from the Wyaga Telstra Tower.

On 2nd July 2021, I lodged a complaint to Telstra. The following email I received on 6th July from Telstra summarises my problems.



After numerous phone calls and emails to [REDACTED], I received the email as per below. My complaint was closed without action

25 August 2021

Dear Rebecca,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] me the Technical Resolutions group were not a Telstra service and were a third party company. I have since found out this is untrue.

I have also emailed [REDACTED] since then and she has not replied to me. I received a phone call from [REDACTED] who was from the Technical Resolutions Group (Telstra) on Friday, 3rd September. [REDACTED] did an assessment for my location and provided advice for the appropriate Smart Antenna that would improve the mobile data I receive for my home. The following email I received a few hours later summarises the advice.

3 September 2021

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

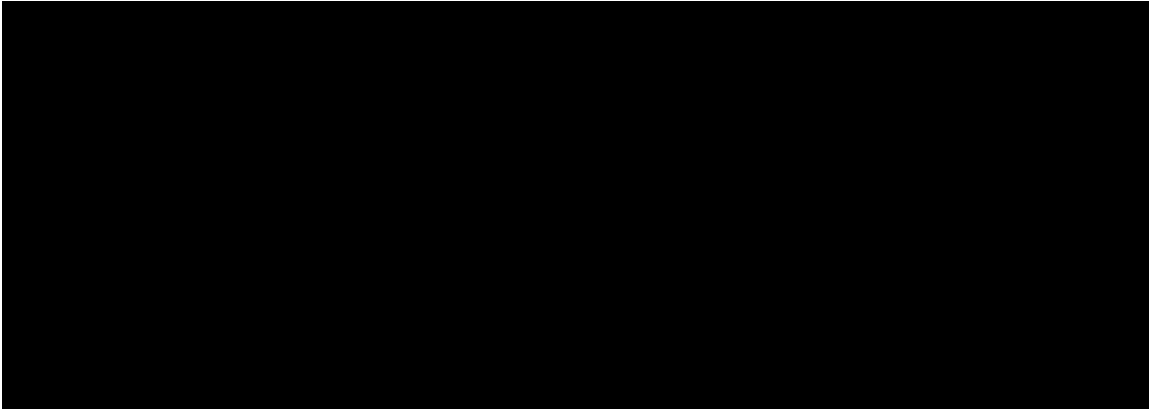
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



My concerns with the email I received above:

- On 6th July, I was told the costs for the Smart Antenna would be waived, this was not supported in the email above.
- The contact information and mailing address were out of date and I had updated my address with Telstra prior to this.

Between the 3rd and 21st September, I lodged two more complaints to Telstra regarding the process of my original complaint. I did not hear anything more from Telstra and both these complaints were closed without explanation.

On the 21st September, I complained again. I spoke to [redacted] sent an email to another department within Telstra. [redacted] advised me I would hear from someone from Telstra within 5 days.

On 24 September, I received the following two emails

[redacted]

[redacted]

[redacted]

[redacted]



And

[redacted]

[redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



I replied to the previous email on the 28th September as per below:

*Thank you [REDACTED]
Please forward the formal price quote.
Regards,
Rebecca Perrin*

I have yet to hear any more from Telstra.

My frustration is the numerous complaints I have lodged to improve mobile data to my home. I speak to someone different every time and they are unable to explain why my complaints continue to be shut down without action.

I am also very frustrated as the standard of English of the Non-English speaking background Telstra staff is not of a good enough to comprehend. Every conversation with these staff members, they have to repeat what they say many times for me to understand them.

I am also frustrated regarding the lack of knowledge Telstra staff have regarding the products and service Telstra provide. I often receive differing advice and incorrect information