

I have lived in Kenthurst NSW 2156 for the last 12 years. Telecommunications in the area is utterly atrocious. I mainly work from home (to balance children etc). Here is a summary of issues:

NBN

- We are still waiting for NBN. Tick tock. Sigh.

INTERNET

- Trying to submit work documents or school documents (due to home learning during the Covid-19 pandemic) is a nightmare. I have driven to another suburb (in non-lockdown time) for better internet coverage just to submit documents via my mobile phone.
- Trying to work from home is incredibly frustrating. Every action is slow. I have missed multiple emails as they have either (a) not downloaded until the next day, and (b) not downloaded.
- We have invested a lot of money into IT over the years. There are countless boosters, new cables, data connection points etc. We even ran new cables from the street to the house. We know our IT person really well and have even met his family on multiple occasions. This is because we have spent so much time and money trying to improve telecommunications.

MOBILE PHONE

- Mobile phone calls regularly drop out. We need to stand outside in a particular position in order to maintain the telephone call.
- There are multiple mobile phone blackspots throughout the suburb. When using my hands-free car kit, I can predict when my telephone call will drop out – every single time.
- I regularly miss phone calls as my phone simply does not ring (I have an iPhone 11). Further, there are delays in receiving voice mail messages; sometimes the notification takes several days.

LANDLINE

- Our landline regularly drops out if there is a storm, a lot of rain, or if it is just windy.
- Sometimes our landline just becomes crackly for no apparent reason. When this happens, the crackly sounds last for weeks.

SUMMARY

We pay an extra \$40.00 every month to access Telstra business technical support. This is to solve telecommunication issues in a timelier manner. This is an extra \$480.00 each year, that we elect to pay. Before we set this up, to try to resolve a telecommunications issue would take WEEKS.

Please, PLEASE, PLEASE, PLEASE, **PLEASE help!!**