

Dear Sir/Madam,

We have had long term problems with the supply by Telstra of both a reliable landline service and a reliable internet service for many years.

There have been so many problems with the landline service that after the drought when the business suffered considerable loss of income and trauma from the lack of service that Telstra installed an NGWL device

Unfortunately, as I have advised Telstra, this device is unreliable as a landline substitute

Often callers are advised that the number does not exist

Currently- and for some weeks- we are unable to use it to call out- it will allow call in sometimes.

We run two businesses from this farm Bonyi Trading- a farm business and QSML a semen business

The internet service is also unreliable. The internet we were advised to put in by Telstra relies upon a very high Yagi aerial.

This ceased to function properly sometime in 2018. Telstra advised that they do not have any technicians in Goondiwindi who can fix this

One of the Telstra technicians advised that he could fix it at the weekend for 1000\$.

I was able to connect the router system which runs the mobile phones and internet to the aerial that they put in for the NGWL. This did work for a while. Telstra never returned despite many emails asking them to come back with the diverter cable required.

I have now paid for an external technician to put in a new Yagi aerial and new cabling.

Unfortunately the internet is still unreliable and blocks in and out. I think that now this is because of the modem feature.

However it does mean that we can use our mobile phones as without this we have no connection – we are in what they call a brown spot which they will not be improving

I am only able to use this internet as we have also paid for an ipstar satellite.

As you can imagine our costs for all of this are very high and are nowhere near what our fellow citizens pay in the town.

Conclusion—Telstra does not provide a reliable landline or internet service to us that enables us to run a business. We are only 37km from Goondiwindi.

Businesses

QSML- (a sperm assessment pathology service)

Bonyi Grazing (cattle business)

My phone number==

My business name for the Grazing property Mrs Viv Cranney

