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To Whom it May Concern

I am sending the below details of the frustrations we are experiencing with mobile reception and internet speed and dropouts:

*I am writing this because we are constantly frustrated with both phone reception and also slow internet connection and internet dropping out. This service from Telstra is shocking. We luckily do not run a business as I think it would be impossible.*

*Regarding the phone, it is often necessary to walk up to the street to get a phone signal.*

*Regarding the internet, we have had trouble with this before, but it seems to have been worse in the last couple of weeks – as an example, trying to have a Zoom chat over the last two weeks (including today), this was so bad I had to give up on it. Last week, the Zoom kept freezing and today after taking 10 minutes to get in, the internet would constantly freeze or drop out. It has also been very slow to bring up various websites.*

Thank you.

Kind regards

