

1st August 2018

I found out about this inquiry on WIN News last night.

We have a [REDACTED] company, [REDACTED], situated in Lucknow, and have experienced poor telecommunications services for years.

Currently, my mobile does not have service within my office unless I stand by the window, and the same is at home. It either does not have service or the call continually drops out. Telstra told me it was the building I was in that was interfering with my phone service. Having recently stayed in the centre of Canberra for a week last month in a precast apartment, I had absolutely no issues with my phone service at all.

Yesterday, a client of 15 years, that is our main client situated in Melbourne, rang four times before they could get through to us. We have had times when we have had no landline service at all, and currently it sounds like the caller is under water. Telstra, when I they rang me, they couldn't understand what I was saying the distortion was so bad.

Last week we were waiting on an [REDACTED] Certificate, while we had a crew in Warragul waiting to [REDACTED] and the [REDACTED] said he had sent it via email twice. It never arrived. I realised then that we were receiving some emails but not all. I tried to access our Bigpond email account and couldn't, so I contacted them via the 24x7 chat, I was redirected 5 times. The person had to call me, my mobile kept dropping out and then he told me, my email address of 15 years did not exist. Something about being on the old platform, not being on the new platform, submitting a form. Cant access password for 4-5 working days. I have grave concerns that emails will have dropped off the webmail by the time I can access them.

There are days when I do not have internet access at all. Lost days. It seems, especially so when it is windy.

Our Telstra bill was consistently \$900 when previously they were around \$249, just for mobiles, I rang Telstra twice and was told it was our White Pages directory charges, I asked my son to ring, they told him the same except that it was a one off charge, then I realised that there was something wrong, so I rang again and persisted. They were double charging me and I had to pay the outstanding bill for \$1400? Before they could credit me. Bill arrived today, I am in credit [REDACTED]. If I had not persisted we would have lost that money. I pay Telstra and Sensis for Yellow pages/White Pages over \$10,000 per annum. We are only a small to medium size business [REDACTED] employees, this is a considerable amount to us, for what.....

This is not a recent issue as I said, this has been ongoing for years, how can we operate as a business without mobile service, landline service and internet. We pay more now for a service that we did years ago, a service that is troublesome and ineffective. We are lucky we are still in business.