

Myself and my partner were customers of telstra for years when we lived in bathurst coverage was fair but was frequently being upgraded so it was manageable.

Since moving home to rural nsw a small town called ardlethan we have had to change to other networks as telstras coverage is poor at best and customer service is disgraceful.

We went without phone service for up to 10 days and when the whole community complained to telstra we are told there are no issues in our area and it was a handset issue this lasted for days.

This has happened more than once we had a telstra representative hold a town meeting only to be told the data upgrade will go ahead on the current tower but there will be no coverage upgrade .

I had to purchase a booster for the house at a cost of 1200 dollars but that only works if the tower is operating.

We have since changed i am with optus and my partner went with Vodafone as they do have Roaming in select regional areas such as ardlethan telstra will not commit to upgrades and still charge for a premium service they do not deliver and have no intention of delivering in small rural areas if i am getting charged for a premium service i think rural australia at least should have roaming throughout the networks because land line phones eg copper lines are not as reliable as our metro cousins nor is the nbn phone .

Regards Boyd McAuliffe

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