

From: [Penny Somma](#)
To: [RMI](#)
Subject: Inquiry to Probe Phone Service
Date: Friday, 19 August 2022 3:28:47 PM

Australian Competition & Consumer Commission

Dear Sirs

RE: Inquiry to Probe Phone Service

I am responding to an article in our local newspaper "The Express" about your Inquiry to Probe Phone Service and I wish to make a submission.

I live in Pearamon Qld on the Atherton Tablelands west of Cairns and have communication problems with all 3 Telstra services: 1. Mobile Phone, 2. Landline, and 3. Internet, as follows:

1. The mobile phone does not work at the house. To use the mobile phone I have to walk approximately 100 metres up the driveway to get minimal service, or drive 3 kms to the nearest town of Malanda to get mediocre service.
2. The landline often drops out (especially in bad weather) and when this happens with no mobile service at the house, I am left with no communication.
3. Internet takes at least 10 minutes to get through and then another long wait before I get online to use the service, which runs at 1.3 megabits per second, which is virtually non-existent.

As an elderly citizen living alone with neighbours that are not right next door, if there were to be an emergency in bad weather, or during the night, this is very stressful.

Where I live I am outside the range of telecommunication towers, some of which are behind hills. I have been in touch with Telstra on several occasions, but they just don't understand that things don't work as well in the bush as in the cities.

Ten years ago all 3 telecommunication services were efficient and should be more so now with the technology available. I am paying for services that are not being provided satisfactorily. I have pursued every possible avenue to get answers and a good service, but to no avail.

I am hoping by getting in contact with you will get results.

With many thanks.

Yours sincerely
Penny Somma



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