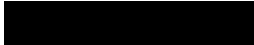


*Verbal submission from David Graham of Yamba NSW*

David Graham



Yamba NSW

Mr Graham is unable to receive an ADSL service at his property despite availability in his street and is frustrated with Telstra's poor customer service.

Mr Graham previously had an Optus ADSL service in 2000, which he cancelled in 2002 when he went overseas. Since his return Mr Graham has attempted to get an ADSL service with Telstra but was told no ports were available and he required a higher standard of line in order to receive the service. Several of Mr Graham's neighbours can receive a good ADSL service.

Mr Graham has been using a satellite service through the ABG program but recently tried contacting Telstra again about the possibilities of receiving ADSL. Mr Graham has received conflicting information from various Telstra staff members. One staff member advised Mr Grafton that a port had become available and all he would need to do is buy a modem for \$49. He was advised that a modem could take 3-4 days to arrive and in the meantime the port could become unavailable. Mr Grafton was advised to drive 70 kilometres to his nearest Telstra shop in Grafton to pick up a modem straight away. He was not informed that the modem would cost \$99 from the Telstra shop.

After calling back Telstra, Mr Grafton was informed by another staff member that the port availability was irrelevant and the line quality would still prevent him from receiving an ADSL service. Mr Grafton is currently using a wireless broadband service but he is very frustrated that Telstra will not replace his line or look into the matter further despite promising to do so previously. He is still unable to get ADSL.

12 December 2011