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To: secretariat@rtirc.gov.au
Sent: Mon 5/12/2011 6:36 AM
Subject: Telecommunications Submission

We rely heavily on telecommunications in our farming, trading & consulting businesses but the service is extremely poor.

It is having a negative impact on our business.

Trying to get problems fixed is extremely frustrating and time consuming with hours spent trying to get answers.

We rely on 3 forms & all are fraught with unreliability.

1. Landline Phones

We been without our 2 landline phones for over a week with no indications when they will be fixed. It does appear that Telstra is trying to improve its customer service, but has no clear lines of responsibility so that we are told different things by different people.

We have two lines - a Business Phone and a fax line. If they go out they inevitably go out together, and yet they must be reported separately, they are given separate codes and they are not coordinated in the system. As there is now no local repair technicians (which in itself creates enormous inefficiency) repairmen come from far away, but only have instructions to repair one line (despite clearly seeing the problem with the other). This system beggers belief, but has been this way for some years now.

2. Mobile Phones. Only possible if you move to a far spot in the garden.

3. Wireless. We have tried all forms of internet connection. Dial up plagued by rainfall events & electric fences.

Satellite became very slow.

Wireless has been plagued with poor advice. This year we have had no or only low connection for 3 months because the technicians failed to detect we needed an external aerial although we are in line of sight of the tower.

Telstra appears to have worked on the principle that their clients time is of no value as they are happy to waste huge amounts of it..

Technicians should be highly trained & be easy to understand.

Businesses should be guaranteed that problems will be fixed within 3 working days.

Regards

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