



## Your details

Mr

Title

First name

Kevin

Last name

Cox

## Submission details

I am making this submission as

A resident in a bushfire-affected area

Submission type

I am making a personal submission

Consent to make submission public

I give my consent for this submission to be made public

## Share your experience or tell your story

Your story

My submission regards provision of phone and internet service provided by Telstra during the fires in the Wyndham NSW area. My phone and internet service stopped on December 26 2019 and were not repaired until March 2020. During that time because I have no mobile service I had to drive 10 kms every day to phone for information on where the fires were. Every week I rang Telstra to report my fault and every week they would tell me it would be repaired within a week. After 3 weeks they offered to send me a satellite phone but it never arrived. I evacuated my property 3 times and the fires came within a short distance from my property. Since that time Telstra has sent me a bill for the period my service was not working and despite several calls taking over 2 hours they are still sending me the same bill up to today (25/5/2020)  
Sincerely yours, Kevin Cox.

## **Terms of Reference (optional)**

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The Inquiry welcomes submissions that address the particular matters identified in its [Terms of Reference](#).

## **Supporting documents or images**

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