
Your details

Mr

Title

First name

Philippe

Last name

Ravenel

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

As many residents in our area and NSW in general, we have lost our home in the New Years Eve fire.

Since then, we are spending a lot of energy in filling forms, and specially dealing with our telecommunication provider (inet in this case). We have so far spent over 5 hours on the phone, sent many emails and still all issues are not completely resolved, such as being billed for no service provided. Moreover, in the immediate aftermath of the fire, we had to quickly find options to replace our lost phone and ability to access the internet. We live in an area where mobile reception is sketchy at the best of times outside and near to non existant indoors, and where we were relying on a fixed landline and satellite internet connection: All was destroyed alongside our home. We could not get real advice on what options we would have to get back in touch with the world and our family overseas: We since realised that we were just Telco customers in an emotional state not ideal to make balanced decisions and to whom the most expensive option

could be sold....It would be good to have a place/service to go to, to get not commercially motivated advice in this regard...We had to end up signing for an expensive mobile plan with the only provider half reliable in our parts (Telstra): It is certainly working where we stay at the moment, but we fear being again offline once we will be back on our property, in temporary accommodation, towards the end of June or early July. Thank you for your patience!

Terms of Reference (optional)

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

Supporting documents or images
