

From: [REDACTED]
To: [Cathy Rainsford](#); [REDACTED]
Cc: [REDACTED]
Subject: Telstra 3G closure: Daily Report - EoD Tue 6 Nov
Date: Thursday, 7 November 2024 8:50:38 AM
Attachments: [image001.png](#)
[image002.png](#)

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Morning Cath and [REDACTED],

Below are key insights for Wednesday, 6th November:

- Customer complaints and issues received:**
 - Today:** The volume of customer queries remains lower than anticipated across all business units. We are continuing to remain vigilant.
 - Tuesday, 5 Nov:** There were around 30 complaints received with key themes including device blocking and network service quality and coverage.
- Network performance:** Network performance KPI's remain stable in all states. Escalations remain minimal and generally about fortuitous coverage or pre-existing unreliable coverage at the very edge of our network.
- Triple Zero:** The Networks team is monitoring Triple Zero call volumes, which remain within expectations.
- Support teams continue to remain in place ready to assist our customers in coming days.

Below is the table with the number of blocked devices.

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Please feel free to reach out if you have any questions.

Regards, [REDACTED]
[REDACTED]

Confidential

From: [REDACTED]
Sent: Wednesday, 6 November 2024 8:32 AM
To: Cathy Rainsford ; [REDACTED]
Cc: [REDACTED]
Subject: Telstra 3G closure: Daily Report - EoD Tue 5 Nov

Morning Cath and [REDACTED],

Below are key insights for Tuesday, 5th November:

1. Customer complaints and issues received:

1. **Today:** The volume of customer queries remains lower than anticipated across all business units. We are remaining vigilant over the coming days as we are expecting the impact of the closure may be felt a few days post across our customer base
2. **Monday, 4 Nov:** Due to a technical issue, we are not able to provide an update on the number of customer queries received yesterday. We'll endeavour to provide these details in tomorrow's update (EoD for Wed 6 Nov).
2. **Device issues: Mid-Market and Enterprise Customers:** The number of TE customers with affected data devices (tablets) increased by 2 from 25 customers on Monday to 27 on Tuesday. As at the end of Tue 5 Nov, 12 had been resolved, and the remaining 15 are being worked through.
3. **Network performance:** Network performance KPI's remain stable in all states. Escalations remain minimal and generally about fortuitous coverage or pre-existing unreliable coverage at the very edge of our network.
4. **Triple Zero:** The Networks team is monitoring Triple Zero call volumes, which remain within expectations.
5. Support teams continue to remain in place ready to assist our customers in coming days.

Below is the table with the number of blocked devices. A service is removed from this list when either: 1) we have seen the customer use a new device on that service; or 2) that service has been cancelled or ported to another mobile provider. The numbers are inclusive of MVNO partners and Belong.

[illegible]

- _____

- **Customer complaints and issues received:**
 - **Today:** as observed throughout the week, there has been no notable change or increase to the overall volume of customer queries which continues to remain lower than anticipated. Furthermore, we have not identified any spikes in call volumes.
 - **Yesterday:** We can confirm that yesterday, we managed around 46 interactions. Key themes remain similar to those previously reported and again, mostly centre around device blocking.
- **Network performance:** Network performance is continuing to perform as expected.
- **Triple Zero:** The Networks team is monitoring Triple Zero call volumes, which remain within expectations.

[illegible]

The green-shaded row at the top is the baseline count of devices on Sun 27 Oct. These devices were not blocked until Monday morning; this top row is just the baseline. Apologies for the gaps in the report – the way it works is that I access data each morning (it was quicker and easier to do it as a manual report), but unfortunately, I missed grabbing

the data on Wed morning and yesterday, so Tue 29 Oct and Sat 2 Nov respectively are missing.

As [REDACTED] notes, I'll send these through each morning with the key insights and number of devices from the previous day.

Regards, [REDACTED]

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From: Cathy Rainsford <Cathy.Rainsford@acma.gov.au>

Sent: Monday, 4 November 2024 8:00 AM

To: [REDACTED]

Cc: [REDACTED] <[\[REDACTED\]@acma.gov.au](mailto:[REDACTED]@acma.gov.au)>; [REDACTED]

Subject: RE: Telstra 3G closure: Daily Report - 30 October [SEC=OFFICIAL]

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

Hi [REDACTED],

Thank you – yes, these are helpful.

If you have it, we would be interested in details of how many devices have been blocked by Telstra as well.

Regards

Cath

Confidential

From: [REDACTED]

Sent: Thursday, October 31, 2024 3:36 PM

To: Cathy Rainsford <Cathy.Rainsford@acma.gov.au>

Cc: [REDACTED] <[\[REDACTED\]@acma.gov.au](mailto:[REDACTED]@acma.gov.au)>; [REDACTED]

Subject: FW: Telstra 3G closure: Daily Report - 30 October

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Hi Cathy

You asked about receiving information on progress with our 3G closure and any customer impacts.

I propose to send you our daily updates to the Department and Minister's Office along with any other relevant summaries. The latest daily update from yesterday is provided below.

I trust this will be helpful?

Also, please keep the information confidential to the ACMA.

Note: I'm away on leave from 4 to 15 November so I'll ask [REDACTED] to send the updates in my absence.

Regards, [REDACTED]



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Confidential

From: [Redacted]

Sent: Wednesday, 30 October 2024 6:55 PM

To: [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Subject: Telstra 3G closure: Daily Report - 30 October

Good evening

Below are key insights as of 29th October:

- **3G now closed in Tasmania:** We can confirm Telstra successfully switched off the 3G network in Tasmania from 12:01am on 30th October with no major issues observed and, the network continuing to operate normally.
- **Customer complaints and issues received:**
 - **Today:** The number of customer queries continues to remain lower than expected across all business units, and, we have not seen an increase or spike today as a result of switching off the 3G network in Tasmania overnight.
 - **Yesterday:** we can confirm that yesterday, we managed around 42 interactions. Key themes were similar to yesterday's report and were primarily in relation to device blocking.
- **Network performance:** as noted above, we've observed no major issues with Telstra's network performance in Tasmania. However, our network optimisation team are investigating 3 x sites (out of >330) that are demonstrating some degradation based on midday performance statistics and are closely monitoring overall network performance
- **Triple Zero:** [Redacted]
[Redacted]

Finally, support teams however continue to remain in place ready to support our customers.

Kind regards

[Redacted]
[Redacted]
[Redacted]
[Redacted]




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General

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