

From: [REDACTED]
To: [Cathy Rainsford](#); [REDACTED]
Cc: [REDACTED]
Subject: Telstra 3G closure: Daily Report - EoW Fri 8 Nov
Date: Monday, 11 November 2024 8:36:20 AM

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Morning Cath and [REDACTED],

Below are key insights for Friday 8th November.

1. Customer complaints and issues received:

- **Today:** The volume of customer queries continues to remain lower than anticipated across all business units. We are remaining vigilant.

• [Bar 1]

• [Bar 2]

• [Bar 3]

• [Bar 4]

• [Bar 5]

• [Bar 6]

• [Bar 7]

• [Bar 8]

• [Bar 9]

• [Bar 10]

• [Bar 11]

• [Bar 12]

3. Network performance: Network performance KPI's remain stable in all states.

Escalations continue to 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.

Below is the table with the number of blocked devices through to Sun 10 November.

[illegible]

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

Regards,

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