

Telstra issues

Beckie Kernich [REDACTED]

Fri 8/10/2021 11:21 AM

To: [REDACTED]

Hi [REDACTED]

Just saw your message. We have had 6-8 week stints over nearly every Xmas for the past 6 years (and most of January, into Feb) usually without any business phones. Almost always ends up being an issue in the pillar on Oxford Road. We are told the ports are all old and u/s. They put us onto another port. It takes weeks for someone to even come out and assess our property. We are the mechanics at Berry Springs Mechanical. I currently have had no phones since 22nd September. I have also had no working phone diversion and the phone number saying to check the number, or saying its disconnected. This time has been the worst without a diversion for almost a week. Has made a substantial hole in our turnover and booking numbers. I'm a very unhappy business customer. So much for the CSG of 3 days in a rural area. I spoke with Berry Springs Puma and they permanently have their phones diverted due to the amount of trouble they have had. I think this is the case for the Tavern on the other side of us as well.

Kind Regards

Beckie Kernich

Owner/Manager

Berry Springs Mechanical