

Service Delivery Contacts

For DoE Schools



Telstra Service Delivery Team

Phone: 131 679

Email: nswgovernment@team.telstra.com

Customer Service Delivery Team - Hours of Operation

Monday to Friday 8.00 am – 6.00 pm

For voice and mobile queries such as billing, new connections, lodging a fault, new services, barring, service suspension and cancellations, please call the NSW Government Service Delivery Team on **131 679**:

- Logging Faults (including NBN) – press 1
- Billing enquiries – press 2
- Mobile services & wireless data enquiries, including international roaming, faulty handsets and returns – press 3
- Telephone lines and inbound services including new connections, cancellations, barring and other changes to existing fixed services – press 4
- Internet (Bigpond) and NBN enquiries – press 5

Or email: nswgovernment@team.telstra.com (Excluding Faults, All faults need to be logged by Phone)

ALL FAULTS

Phone: 131 679

Please report **ALL FAULTS** by phone, faults cannot be logged by email

Escalation Assistance

| Steps | Who | How |
|-------|---|--|
| 1 | Once you have rung 131 679 or emailed nswgovernment@team.telstra.com the Service Delivery Team you will receive a Telstra Reference Number. | Provide the Telstra Reference Number and ask for priority. For initial follow up on all queries call 131 679. Please note that all Schools Principal and School Administration Manager (SAM) positions are authorised on their school's Telstra account. |
| 2 | Ask for the Service Delivery Team Leader or Shift Manager | Provide a 'business case' for escalation, which is 'critical to the overall performance of your business.' |
| 3 | Contact Telstra Service Executives (escalation) team by mail ServiceExecutives@team.telstra.com or by dialling 1800 790 834 | Your Service Executive will endeavour to assist in obtaining the desired business outcome. |

EdConnect Service Team

Phone: 1300 32 32 32

For school's **main Data and Internet services**, including queries and faults and
For **Mobile service** plans and billing
please contact EDConnect Networking and Mobiles Services teams respectively

Telstra Team

Client Executive

Kiel Stanger

Responsible for the overall relationship and identifying solutions to meet your business needs.

Mobile: 0418 278 850

Email: Kiel.Stanger@team.telstra.com

Credit Officer

Deanna Peters

Responsible for assisting with financials around payments to Telstra. NOTE: For Billing queries please call 131 679

Phone: 02 9866 0672

Email: Deanna.Peters@team.telstra.com

Inside Sales Account Manager

Peter Ellis

Works in conjunction with the Client Executive. Provides a single point of customer contact for development of Telstra solutions to meet predefined and in contract business requirements.

Phone: 08 8433 7807

Email: Peta.Ellis@team.telstra.com

Mobiles Specialist Contact

Joseph Bruni

Responsible for assisting the Account Executive with all Mobile and Mobile data solutions to meet your business needs.

Phone: 02 8576 3650

Email: Joseph.M.Bruni@team.telstra.com

Unified Communications Specialist

Julian Sherlock

Responsible for assisting the Account Executive to identify unified communications solutions including PABX systems and maintenance, VOIP solutions plus audio and video conferencing solutions to meet your business needs.

Phone: 02 8576 5883

Mobile: 0414 244 249

Email: Julian.sherlock@team.telstra.com

EdConnect Team

EdConnect Mobile Services

For Mobile service plans or billing queries only.

Phone: 1300 32 32 32

EdConnect IT Directorate Networking Team

For main school Data and Internet connectivity queries, including faults.

Phone: 1300 32 32 32