

# Service Delivery Contacts

For DoE Schools



## Telstra Service Delivery Team

**Phone: 131 679**

**Email: [nswgovernment@team.telstra.com](mailto: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](mailto: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	<b>Once you have rung 131 679 or emailed <a href="mailto:nswgovernment@team.telstra.com">nswgovernment@team.telstra.com</a> the Service Delivery Team you will receive a Telstra Reference Number.</b>	Provide the Telstra Reference Number and ask for priority. For initial follow up on all queries call 131 679.
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	<b>Contact Telstra Service Executives (escalation) team</b> by mail <a href="mailto:ServiceExecutives@team.telstra.com">ServiceExecutives@team.telstra.com</a> 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

Iva Dumanjic

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

Phone: 02 8576 6070  
Mobile: 0429 990 516  
Email: [Iva.Dumanjic@team.telstra.com](mailto:Iva.Dumanjic@team.telstra.com)

### Credit Manager

Virginia Angeleski

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

Phone: 02 9866 4715  
Email: [virginia.angeleski@team.telstra.com](mailto:virginia.angeleski@team.telstra.com)

### Inside Sales Account Manager

Peta Ellis

Works in conjunction with the Account 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](mailto:Peta.Ellis@team.telstra.com)

### Mobiles Specialist Contact

Nicole Taylor

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

Mobile: 0439 412 649  
Email: [Nicole.Taylor@team.telstra.com](mailto:Nicole.Taylor@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](mailto:Julian.sherlock@team.telstra.com)

## EdConnect Team

### EdConnect Mobile Services

For Mobile service plans or billing queries only.

Phone: 1300 32 32 32  
Email: [EDConnect.mobilecommunications@det.nsw.edu.au](mailto:EDConnect.mobilecommunications@det.nsw.edu.au)

### EdConnect IT Directorate Networking Team

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

Phone: 1300 32 32 32