

WARNERVALE REGIONAL UNITING CHURCH

26-07-17

In March 2017 we applied to Telstra Tuggerah Business Centre for a phone line to our new three million dollar worship and community centre on the corner of Louisiana and Warnervale Roads Hamlyn Terrace. The gentleman I spoke to could not find us in his software and gave me the Business Faults phone number. The first lady I spoke to placed an order for connection and we emailed a copy of our NBN invoice confirming the installation of optic fibre installed in the building Jan 2017.

The technicians' appointments were then cancelled.

In May we had an NBN case manager appointed

On 23<sup>rd</sup> May, as we did not have an official address, I gave the GPS co-ordinates of our location.

When they still could not find us on 7<sup>th</sup> June we sent an Energy Australia invoice to confirm we existed.

We were then allocated an address from Central Coast Council as 201 Warnervale Rd.

On 9<sup>th</sup> June Telstra asked for documentation from Central Coast Council (North) of our address & this was emailed to Telstra.

The case manager said that the modem would be delivered to 41 Moss Ave. Toukley (as we requested) and the technician would be on site for installation 13<sup>th</sup> July.

The case manager was called 11<sup>th</sup> July to say the modem had not yet been delivered. She was not available, so another employee said that was not a problem because the technician would not be on site until 3<sup>rd</sup> Aug. She also said 13<sup>th</sup> July was not, and never was, the day the technician would arrive on site.

We later found that a message from the case manager for confirmation was sent to the wrong phone number, an email was sent to the wrong person and the technician attended the school up the road instead of our building on the date (13<sup>th</sup> July) that we were told was never a date.

We contacted Emma McBride's office who organised for a Telstra complaints employee to contact us.

The council again sent documentation verifying our address.

On 18<sup>th</sup> July I tried ringing our case manager and spoke to another employee who realized we needed a unique 12 digit number for our location as all our previous orders had used the number belonging to Warnervale Public School

We again rang Emma McBride's office who arranged for a Telstra Complaints Resolution Officer to contact us.

As of today, we are still waiting for Telstra to replace our cancelled order with a current one.

Carolyn Chidgey