

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Additional Estimates Hearings February 2015
Communications Portfolio
Telecommunications Universal Service Management Agency

Question No: 8

Program No. TUSMA

Hansard Ref: Page 10, 24/2/2015

Topic: Telecommunications Connection times – Northern Queensland

Senator CANAVAN asked:

Ms Silleri: We are aware that there have been some issues with connection times in northern Queensland, particularly those exacerbated by weather events. We are pursuing those matters with Telstra. In terms of the actual reasons why the delays are occurring, it is unfortunately one of those issues that depend on the circumstances. But we are looking at that and discussing it with Telstra. We are looking for validation of any reasons that are put forward to us. I would encourage any individuals who feel dissatisfied with their engagement with and their responses from Telstra to also pursue the matter individually with the ombudsman's office. But, broadly, we are aware that there have been issues in northern Queensland.

Senator CANAVAN: From the information you have, how long have some people been without a standard telephone line?

Ms Silleri: I do not have that information to hand, but I am happy to look into it.

Senator CANAVAN: If you could take that on notice, it would be good...

Answer:

We have made some enquiries and understand that the Senator's question related to a station in Wilverton in Northern Queensland. We have been advised that the station experienced three service outages in a short period of time. The length of the outages is not known.