

TO: Phone repair Customer
Gold Coast & Brisbane Areas
help@mrtelco.com
073102 3310

Mr Telco Pty Ltd
ABN: 50 605 078 911
073102 3310
PO BOX 515
Broadbeach
help@mrtelco.com
<http://mrtelco.com>

Phone line repairs Gold Coast Customer report example:

This document clarifies that your customer on the Gold Coast had their internal phone cabling checked and verified throughout their premises on the 25th April 2015 and our licensed telephone technician cannot locate any phone line fault within the **customer premises cabling**. However, we have located a fault to be located from the customers Telstra boundary facing the ISP phone cabling network/DSLAM.

Background:

The customer at the Gold Coast premises had a ISP, unsure if it was TPG, DODO, IINET or Internode telephone technician/representative had attended their premises to install an ADSL service which had returned the following day to perform work and after the technician left site, the customer was left with **no dial tone or ADSL connection**. Apparently his second visit was not noted by the customer's service provider

The customers ISP rep/technician who had visited the premises had installed scotch locks and had exposed copper cabling which was creating a short circuit across the customer's phone line due to poor workmanship and had left the customer without phone or ADSL. This has now been rectified by our **Licensed OPEN registration cabling technician** and the customer is still receiving cracking and ADSL dropping on their phone line. So further investigation was performed to diagnose the cracking phone line and ADSL within the customer premises and again isolated to the Telstra boundary/aerial lead-in cable.

Licensed ACMA technician attended site and performed the following to investigate phone crackling/ADSL drops.

- Replaced inline filter on kitchen phone to no avail
- Investigated and isolated **ALL** internal phone cabling
- Tested with 2 X handset phones at customer isolation box from aerial lead-in of premises and could still hear noise/cracking on the lines. This test isolated all the customer internal wiring and solely tested from the Telstra lead in cable back to the customer's exchange/DSLAM.

Possible causes for faulty phone line that needs repair:

1. Faulty underground/aerial copper phone cabling
2. Faulty DSLAM port
3. Telstra exchange jumpers
4. Faulty lightning arrestor on exchange MDF block

For any questions please call our licensed telephone technicians who service Gold Coast & Brisbane locations or visit our website <http://mrtelco.com>

We had charged the customer total of \$149 inc GST to investigate/fix/diagnose cabling.

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