



WoAG Travel Advice 2019/07

22 February 2019

AOTHotels Call Centre and Booking System Outage and QBT Call Wait Times

Dear Entity Travel Managers

1) AOT Hotels (AOT) Call Centre and Booking System Outage

Who is affected? QBT Pty Ltd and all participating AOT entities

Systems affected: AOT Portal
AOT Portal through QBT Call Centre, AeTM and *cytric*

AOT has just advised it has experienced another unexpected outage of its booking systems. AOT has confirmed that its Call Centre is operational and is able to facilitate bookings.

Advice QBT is unable to facilitate accommodation bookings. Please contact the AOT Call Centre directly.

AOT is urgently investigating the cause of the outage

Do I need to do anything? Yes. Please delay making any amendments to non-urgent existing and/or any new non-urgent bookings until further advice issued.

Please contact the AOT Call Centre on 1300 767 869 for URGENT bookings only.

2) QBT Call Centre Wait Times

Who is affected? QBT Pty Ltd and all participating entities

Systems affected: QBT Call Centre

Advice Due to a combination of the AOT outages mentioned above and Cyclone Oma in Queensland, entities may experience longer than usual QBT Call Centre call wait times.

Do I need to do anything? Please delay making any amendments to existing bookings and/or any new bookings until further advice issued.

