



# WoAG Travel Advice 2019/08

22 February 2019

## AOTHotels Call Centre and Booking System Outage and QBT Call Wait Times - **UPDATE**

Dear Entity Travel Managers

### 1) AOT Hotels (AOT) Call Centre and Booking System Outage - **RESTORED**

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

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

**Advice** AOT operations have been restored – AOT Call Centre and all booking systems/channels are now operational

**Do I need to do anything?** Yes. Advise travel arrangers and bookers that AOT’s operations have been restored and are able to facilitate bookings and amendments as required.

### 2) QBT Call Centre Wait Times – **RETURNING TO NORMAL**

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

**Systems affected:** QBT Call Centre

**Advice** Due to a combination of the AOT outages this morning and Cyclone Oma in Queensland, entities experienced longer than usual QBT Call Centre call wait times.

QBT has provided an update and advises that its call wait times are now returning to normal.

**Do I need to do anything?** Yes. Advise travel arrangers and bookers that QBT’s Call Centre call wait times returning to normal and are able to facilitate bookings and amendments as required.

