

# CUSTOMER SERVICE ADVICE FROM TELSTRA

## Extreme Weather events impact service in Southeast Coast, Tweed Heads and surrounding area

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events in the Southeast Coast of Queensland and Tweed Heads and surrounding area region of New South Wales on or about Tuesday 17 January 2012.

Due to the effect of damage to the Telstra telecommunications network by severe weather, there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

Telstra apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Damaging winds and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 17 January 2012 initially at 5:10 am on Tuesday 17 January 2012; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to approximately 1600 services. Some of these services may not be installed or repaired within Telstra's standard time frames. The number of possibly affected services may increase or decrease as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 23 January 2012. This date is indicative only, however, and may be subject to change once the full impact of the extreme weather conditions has been assessed. Telstra regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Lytton follow the coastline south past Wynnum, Surfers Paradise, Tweed Heads to Lennox Heads. Then go north west through Bexhill, The Channon to Nimbin. From Nimbin head north through Chillingham to Springbrook. Then go west through Hill View, Rathdowney to Croftby. From Croftby head northwest through Moogerah, Aratula to Rosevale, then go northeast through Coleyville, Mutdapilly, Loamside, Goodna, Waco, Oxley to Rocklea. Then go north through Bulimba to the Brisbane River. Follow the Brisbane River northwest back to Lytton. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

02 6628 2041	To 02 6629 1899	07 3711 2000	To 07 3714 9606
02 6672 1000	To 02 6689 5999	07 3800 0000	To 07 3809 4998
07 3200 0000	To 07 3217 9999	07 3820 2000	To 07 3829 9999
07 3245 1000	To 07 3255 6415	07 3841 2144	To 07 3846 2847
07 3272 0000	To 07 3299 7998	07 3875 2731	To 07 3875 2761
07 3341 5283	To 07 3348 9999	07 3890 0000	To 07 3907 0999
07 3375 9274	To 07 3409 0229	07 5462 4005	To 07 5467 2999
07 3427 0029	To 07 3427 9255	07 5500 0000	To 07 5599 9999
07 3488 0000	To 07 3488 2999		

As these circumstances were outside of Telstra's control, Telstra is claiming an exemption from compliance with time frames and performance standards required under the *Telecommunications (Customer Service Guarantee) Standard 2011*. Therefore Telstra is notifying customers that normal installation and repair time frames may not be met during the period from **17 January 2012 to 23 January 2012** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice) and, under section 21 of the *Telecommunications (Customer Service Guarantee) Standard 2011*, Telstra will be exempt from complying with performance standards during this period.

If you have any questions regarding your eligibility for a CSG payment under this notice, or would like us to reconsider whether the circumstances were a proper basis for claiming an exemption, you may contact us on the number displayed on your telephone account or alternatively on 132203 for service difficulties and faults or 132200 for sales, installations and billing- quoting CSG Exemption reference number **20120117-QLD-E-C-P-SOUTH EAST QLD & TWEED HEADS**.

Copies of this notice are available on our Internet site at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra on one of the above numbers, you remain unsatisfied with our response to your query, you have the option of raising the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet ([www.tio.com.au](http://www.tio.com.au)) and in the White Pages® telephone directory.

