

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Peninsula and Gulf Country Districts of Queensland.**

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 Peninsula and Gulf Country regions of Queensland on or about Monday 10 March 2014 through to Thursday 13 March 2014.

Due to the effect of damage to the Telstra telecommunications network by Ex Tropical Cyclone Gillian, 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). Heavy rainfall, some flooding and damaging winds are referred to in the BOM Severe Weather Warning issued for 10 March 2014 initially at 1:47 am EST on Monday 10 March 2014; 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 200 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 4 April 2014. 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 the Northern Territory/Queensland border in the Gulf of Carpentaria, following the coastline east in a clockwise direction all the way to Cape Flattery on the east coast. The area then heads southwest past Laura, Palmerville, Bulimba, Strathmore to Momba then turn west past Nardoo and the Boodjamulla National Park to the Northern Territory border. From the Northern Territory/Queensland border head north back to the Gulf of Carpentaria. 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:

07 4030 6000	To	07 4030 9999	07 4212 0000	To	07 4220 6999
07 4048 6000	To	07 4048 6999	07 4442 3000	To	07 4448 2999
07 4060 1000	To	07 4069 9999	07 4742 9000	To	07 4748 7999
07 4082 3000	To	07 4090 9999	07 4762 6000	To	07 4769 8999

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 March 2014** to **4 April 2014** 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 **20140317-QLD-E-C-P-EX TROPICAL CYCLONE GILLIAN**.

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.

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