

Customer Service Advice from Telstra

Extreme Weather events impact service in Herbert and Lower Burdekin, Central Coast and Whitsundays, Capricornia and Wide Bay and Burnett Districts of Queensland.

As previously notified by Telstra on Tuesday 1 April 2014, Telstra's normal operations in Herbert and Lower Burdekin, Central Coast and Whitsundays, Capricornia and Wide Bay and Burnett Districts of Queensland were affected by a series of extreme weather events on or about Wednesday 26 March 2014 through to Thursday 27 March 2014. Telstra's telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 11 May 2014.

Telstra has identified that the effect of these circumstances applies to an additional 1,800 services bringing the total number of services impacted to approximately 5,800 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 11 May 2014. This date is indicative only; Telstra customers should anticipate that some further delays may occur. 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 is not limited to the area starting at Rollingstone following the coastline south past Townsville, Bowen, Mackay, St Lawrence, Yeppoon, Gladstone and Bundaberg to Burrum Heads. The area then heads southwest to Brooweena then northwest past Kalpowar, Wowan and Foleyvale to Middlemount then north to Nebo. From Nebo the area heads northwest past Dalbeg to Ravenswood, north to Woodstock then northwest past Alice River back to Rollingstone. 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 4126 0000	To	07 4133 9999	07 4750 0100	To	07 4799 9999
07 4150 0000	To	07 4159 9999	07 4835 2000	To	07 4846 9999
07 4190 6000	To	07 4199 7999	07 4862 2000	To	07 4862 2999
07 4331 0000	To	07 4331 1999	07 4884 8000	To	07 4884 8999
07 4411 0000	To	07 4431 2999	07 4898 0000	To	07 4987 3099
07 4720 0000	To	07 4729 9999	07 4998 5000	To	07 4999 4999

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2011*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **27 March 2014 to 11 May 2014** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

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 **20140327-QLD-E-C-P-NORTH COAST AND CENTRAL COAST QLD**.

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 you are still not satisfied with the outcome, you have the option to raise the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet (www.tio.com.au) and in the White Pages® directory.

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