

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Wide Bay and Burnett, Darling Downs and Granite Belt and Southeast Coast Districts of Queensland.**

As previously notified by Telstra on Wednesday 2 April 2014, Telstra's normal operations in the Wide Bay and Burnett, Darling Downs and Granite Belt and Southeast Coast Districts of Queensland were affected by a series of extreme weather events on or about Wednesday 26 March 2014 through to Friday 28 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 3,450 services bringing the total number of services impacted to approximately 22,550 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 Poona following the coastline south past Tin Can Bay, Noosa Heads, Caloundra and Redcliffe to Shorncliffe. The area then heads southwest to Mount Nebo, southeast to Inala then south to Greenbank. From Greenbank the area turns southwest past Rosevale to Freestone then northwest past Leyburn to Moonie. The area then heads northeast past Kogan, Canaga and Monogorilby to Ban Ban Springs, southeast to Theebine then northeast back to Poona. 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 3131 0800	To	07 3131 0999	07 3810 0000	To	07 3819 9999
07 3201 0000	To	07 3205 9999	07 3869 0000	To	07 3869 9999
07 3261 0000	To	07 3269 9999	07 3880 0000	To	07 3897 9999
07 3280 0000	To	07 3298 9999	07 4160 0000	To	07 4189 9999
07 3325 0000	To	07 3325 9999	07 4567 8000	To	07 4577 9999
07 3381 0000	To	07 3385 9999	07 4596 2000	To	07 4596 9999
07 3400 0000	To	07 3410 9999	07 4612 1000	To	07 4639 9999
07 3425 0000	To	07 3437 9999	07 4659 0000	To	07 4699 9999
07 3470 0000	To	07 3500 9999	07 5321 0000	To	07 5371 0999
07 3551 3000	To	07 3551 3999	07 5390 0000	To	07 5390 9999
07 3631 0000	To	07 3631 9999	07 5401 0000	To	07 5499 9999
07 3667 6000	To	07 3667 6999			

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 **28 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 **20140328-QLD-E-C-P-SOUTHEAST QLD AND SURROUNDING DISTRICTS**.

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](http://www.tio.com.au)) and in the White Pages® directory.

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