

Customer Service Advice from Telstra

Extreme Weather events impact service in Wide Bay and Burnett, Darling Downs and Granite Belt, Maranoa and Warrego and Southeast Coast Districts of Queensland and Northern Rivers and North West Slopes and Plains Districts of New South Wales.

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 Wide Bay and Burnett, Darling Downs and Granite Belt, Maranoa and Warrego and Southeast Coast Districts of Queensland and Northern Rivers and North West Slopes and Plains Districts of New South Wales on or about Wednesday 26 March 2014 through to Friday 28 March 2014.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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 and flash flooding are referred to in the BOM Severe Weather Warning issued for 26 March 2014 initially at 2:36 pm Wednesday, 26 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 19,100 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 27 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 is not limited to, the area starting at Burrum Heads following the Queensland coastline south past Hervey Bay, Noosa Heads, Caloundra and Redcliffe to Shorncliffe. The area then heads west to Mount Nebo, southeast past Kenmore to Inala then northeast past Bulimba to Lytton. From Lytton the area follows the coastline south past Surfers Paradise, Tweed Heads, Ballina to Woolgoolga on the New South Wales coastline. From Woolgoolga the area heads west to Caroda, southwest past Baan Baa to the Pilliga Nature Reserve then west to Kenebri. The area then turns northwest to Pilliga, north to Mungindi on the NSW/QLD border then northeast past Talwood to Southwood. From Southwood the area heads west to the Thrushton National Park, north past Mungallala to Mt Tabor then east to Cracow. The area then turns southeast to the Auburn River National Park, south to Monogorilby then northeast past Ban Ban Springs and Biggenden back to Burrum Heads. 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 5620 0000

To 02 5620 4999

07 3666 5800

To 07 3667 6999

02 5794 4000	To	02 5794 5999	07 3710 2000	To	07 3727 9999
02 6603 0000	To	02 6604 9999	07 3800 0000	To	07 3917 9999
02 6618 0000	To	02 6649 9999	07 4120 0000	To	07 4129 9999
02 6660 0000	To	02 6689 9999	07 4160 0000	To	07 4197 9999
02 6705 0000	To	02 6705 9999	07 4303 2000	To	07 4325 6999
02 6724 7000	To	02 6739 5999	07 4527 5000	To	07 4527 5999
02 6750 0000	To	02 6759 9999	07 4558 0000	To	07 4579 2999
02 6780 4000	To	02 6799 9999	07 4594 2000	To	07 4596 9999
07 3000 1300	To	07 3035 6699	07 4612 0000	To	07 4639 9999
07 3055 3100	To	07 3055 9999	07 4650 9000	To	07 4699 9999
07 3109 2000	To	07 3109 2999	07 5321 0000	To	07 5371 0999
07 3131 0800	To	07 3131 9999	07 5390 0000	To	07 5390 9999
07 3179 2100	To	07 3179 2299	07 5401 0000	To	07 5599 9999
07 3200 0000	To	07 3349 9999	07 5618 2000	To	07 5618 7999
07 3360 0000	To	07 3457 9999	07 5644 0000	To	07 5644 9999
07 3470 0000	To	07 3514 6999	07 5656 0000	To	07 5665 9999
07 3551 3000	To	07 3551 3999	07 5689 1000	To	07 5689 1999
07 3620 4300	To	07 3640 5999			

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 **28 March 2014** to **27 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 **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 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) and in the White Pages® telephone directory.

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