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
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/](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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