

Customer Service Advice from Telstra

Gold Coast 600 impacts service in and around Gold Coast area of Queensland.

Telstra is working to manage the significant impact to Telstra service delivery due to the Gold Coast 600 motoring event, in and around the Gold Coast area of Queensland on Monday 20 October 2014 through to Monday 27 October 2014.

Access to the immediate area and surrounding suburbs is expected to be restricted due to the many road closures surrounding the race track area, and the resulting congestion on other arterial roads providing access to the area. This is expected to severely restrict normal access and activity in those areas.

As a result, some disruption to service delivery and delays to normal installation and repair activities is expected during the event and for a short time after, while any resulting backlog of requests is resolved.

Telstra apologises to any affected customers.

Information about the extent of the road closures can be sourced from the City of Gold Coast site <http://www.goldcoast.qld.gov.au/thegoldcoast/traffic-management-operations.html>. This information was also expected to be widely reported in the news media.

Telstra has identified that the effect of these circumstances may apply to approximately 650 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 Gold Coast 600 motoring event. Based on current information, the resumption date of Telstra's normal service operations is expected to be 2 November 2014. This date is indicative only, however, and may be subject to change once the full impact of the event 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 not limited to, the area starting at the northern most point of Shearwater Esplanade in Runaway Bay and following the coastline south past Southport, Surfers Paradise to the northern most tip of Pratten Park. From Pratten Park the area heads northwest past the Bundall Racecourse to Ashmore Village Park. The area then heads north past the Griffith University Gold Coast Campus to the northern most point of Costa Del Sol Ave in Runaway Lagoons. The area then turns east back to Shearwater Esplanade. 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 5501 8800	To	07 5539 9999	07 5644 5000	To	07 5644 5999
07 5552 0000	To	07 5597 8999	07 5656 0000	To	07 5665 4999

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 **20 October 2014** to **2 November 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 **20141020-QLD-E-E-P-GOLD COAST 600**.

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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