

Customer Service Advice from Telstra

Extreme Weather events impact service in Brisbane and the Southeast Coast District of Queensland.

As previously notified by Telstra on Tuesday 25 November 2014, Telstra's normal operations in the Brisbane and the Southeast Coast regions of Queensland were affected by a series of extreme weather events on or about Wednesday 19 November 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 21 December 2014.

Telstra has identified that the effect of these circumstances applies to an additional 1,850 services bringing the total number of services impacted to approximately 6,600 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 21 December 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 are not limited to, the area starting at Shorncliffe following the coastline south past Brisbane Airport and Wynnum to Wellington Point. From Wellington Point the area heads southwest to Capalaba, southeast to Mount Cotton then northwest to Goodna. The area then turns west to Bundamba, north to Mt Nebo then northeast past Albany Creek and Carseldine back to Shorncliffe. 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 3000 0100	To	07 3035 9999	07 3420 0000	To	07 3435 5999
07 3055 3100	To	07 3055 3399	07 3452 0000	To	07 3457 9999
07 3109 0000	To	07 3109 7999	07 3510 8800	To	07 3514 6999
07 3131 0000	To	07 3131 8099	07 3550 7000	To	07 3552 7099
07 3212 0000	To	07 3279 9999	07 3608 6000	To	07 3608 6999
07 3291 0100	To	07 3292 9299	07 3620 0000	To	07 3666 9999
07 3307 3400	To	07 3379 9999	07 3710 0000	To	07 3727 9999
07 3391 0000	To	07 3407 9999	07 3823 0000	To	07 3909 9699

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 **20 November 2014 to 21 December 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 **20141120-QLD-E-C-P-BRISBANE AND SOUTH EAST 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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