

# Customer Service Advice from Telstra

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

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 Brisbane and the Southeast Coast regions of Queensland on or about Wednesday 19 November 2014.

Due to the effect of damage to the Telstra telecommunications network by extreme weather, 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). Damaging wind, heavy rainfall and large hailstones are referred to in the BOM Severe Weather Warning issued for 19 November 2014 initially at 2:57 pm Wednesday, 19 November 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 4,750 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 7 December 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 are not limited to, the area starting at Shorncliffe following the coastline south past Brisbane Airport, Wynnum and Cleveland to Sanctuary Cove. From Sanctuary Cove the area heads west to Coomera, northwest past Loganlea to Goodna then west to Bundamba. The area then turns 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 3608 6000	To	07 3608 6999
07 3055 3100	To	07 3055 9999	07 3620 0000	To	07 3666 9999
07 3109 0000	To	07 3109 7999	07 3710 0000	To	07 3727 9999
07 3131 0000	To	07 3131 9999	07 3800 0000	To	07 3809 9999
07 3179 2100	To	07 3179 2299	07 3820 0000	To	07 3917 9999
07 3200 2000	To	07 3407 9999	07 5500 0000	To	07 5502 9999
07 3420 0000	To	07 3457 9999	07 5514 1400	To	07 5561 8999
07 3479 0000	To	07 3498 6999	07 5573 0000	To	07 5596 8999
07 3510 8800	To	07 3514 6999	07 5644 0000	To	07 5644 9999
07 3550 7000	To	07 3552 7099	07 5656 2000	To	07 5665 9999

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 November 2014** to **7 December 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 **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 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](http://www.tio.com.au)) and in the White Pages® telephone directory.

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