

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Wide Bay and Burnett District and parts of the Capricornia and Southeast Coast Districts of Queensland.**

As previously notified by Telstra on Wednesday 26 November 2014, Telstra's normal operations in the Wide Bay and Burnett District and parts of the Capricornia and 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 14 December 2014.

Telstra has identified that the effect of these circumstances applies to an additional 550 services bringing the total number of services impacted to approximately 1,950 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 14 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 is not limited to, the area starting at Turkey Beach following the coastline south past Agnes Water, Bundaberg and Maryborough to Boreen Pt. From Boreen Pt the area heads south to Doonan, southeast to Bli Bli then southwest to Landsborough. The area then turns west to Crohamhurst, northwest to past Jimna, Kilkivan and Coalstoun Lakes to Mt Perry. From Mt Perry the area heads southwest to the Auburn River National Park, northwest to Rolleston then northeast to Duaringa. From Duaringa the area turns east to Mount Morgan, southwest to Dululu then southeast to Ubobo then northeast back to Turkey Beach. 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 4120 0000	To	07 4133 9999	07 4925 9000	To	07 4937 2999
07 4150 0000	To	07 4167 9999	07 4970 5000	To	07 4974 9999
07 4183 9000	To	07 4199 7999	07 4990 0000	To	07 4998 4999
07 4303 2000	To	07 4331 1999	07 5331 5000	To	07 5352 8999
07 4835 3000	To	07 4837 6999	07 5401 0000	To	07 5401 9999
07 4902 0000	To	07 4902 7999	07 5413 0000	To	07 5459 9999
07 4913 2000	To	07 4913 2999	07 5470 4000	To	07 5499 9999

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 14 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-WIDE BAY AND BURNETT AND CAPRICORNIA**.

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](http://www.tio.com.au)) and in the White Pages® directory.

® Registered Trade Mark of Telstra Corporation Limited.