

# 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.**

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 District and parts of the Capricornia and Southeast Coast regions of Queensland on or about Wednesday 19 November 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). Damaging wind, heavy rainfall and large hailstones are referred to in the BOM Severe Weather Warning issued for 19 November 2014 initially at 2:02 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 1,400 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 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 Duarina. From Duarina 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 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-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 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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