

Customer Service Advice from Telstra

Extreme Weather events impact service in Southeast Coast District of Queensland and part of the Northern Rivers District of New South Wales.

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 Southeast Coast District of Queensland and part of the Northern Rivers District of New South Wales on or about Monday 8 December 2014 through to Tuesday 9 December 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 8 December 2014 initially at 2:07 pm Monday, 8 December 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 7,200 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 11 January 2015. 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 Manly following the coastline south past Surfers Paradise, crossing the NSW border past Tweed Heads and Byron Bay to Evans Head. From Evans Head the area turns north to Alstonville, northwest past Cawongla, The Risk, Woodenbong and crossing the NSW/QLD border to Allora. The area heads northeast past Mutdapilly and Inala back to Manly. 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:

02 6618 0000	To	02 6639 9999	07 3634 4300	To	07 3634 4399
02 6670 0000	To	02 6689 9999	07 3800 0000	To	07 3809 9999
07 3131 1000	To	07 3131 9999	07 3820 0000	To	07 3829 9999
07 3200 0000	To	07 3212 0599	07 3843 8000	To	07 3843 8999
07 3239 5500	To	07 3248 6999	07 3884 2000	To	07 3917 7999
07 3286 0000	To	07 3299 9999	07 5410 0000	To	07 5410 8999
07 3347 1100	To	07 3347 1199	07 5460 6000	To	07 5469 9999
07 3362 6000	To	07 3390 3999	07 5500 0000	To	07 5599 9999

07 3407 8600	To	07 3407 8699	07 5618 2000	To	07 5618 7999
07 3440 0000	To	07 3451 9999	07 5644 0000	To	07 5644 9999
07 3479 0000	To	07 3498 6999	07 5656 0000	To	07 5665 9999
07 3620 6500	To	07 3620 6599	07 5689 1000	To	07 5689 1999

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 **10 December 2014** to **11 January 2015** 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 **20141210-QLD-E-C-P-SOUTHEAST QLD AND NORTHERN RIVERS NSW**. 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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