

Customer Service Advice from Telstra

Extreme Weather events impact service in Capricornia, Wide Bay and Burnett, Central Highlands and Coalfields and parts of the Southeast Coast, Central West and Central Coast – Whitsundays Districts of Queensland.

As previously notified by Telstra on Wednesday 17 December 2014, Telstra's normal operations in the Capricornia, Wide Bay and Burnett, Central Highlands and Coalfields and parts of the Southeast Coast, Central West and Central Coast – Whitsundays Districts of Queensland were affected by a series of extreme weather events on or about Friday 12 December 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 1 February 2015.

Telstra has identified that the effect of these circumstances applies to an additional 2,250 services bringing the total number of services impacted to approximately 5,750 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 1 February 2015. 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 Clairview following the coastline south past Yeppoon, Gladstone, 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 Taroom, northwest past the Carnarvon National Park to Blackall. From Blackall the area continues northwest to Muttaborra then northeast past Mount Coolon to Bloomsbury, southeast past Connors Range back to Clairview. 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 4884 0000	To	07 4885 8999
07 4150 0000	To	07 4167 9999	07 4898 3000	To	07 4999 4999
07 4183 9000	To	07 4199 7999	07 5331 5000	To	07 5352 8999
07 4303 2000	To	07 4331 1999	07 5401 0000	To	07 5401 9999
07 4816 7000	To	07 4816 7999	07 5413 0000	To	07 5459 9999
07 4835 0000	To	07 4847 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 **12 December 2014 to 1 February 2015** 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 **20141212-QLD-E-C-P-COASTAL AND CENTRAL 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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