

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Central Highlands and Coalfields, Capricornia, Central Coast – Whitsundays and Wide Bay and Burnett.**

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 Central Highlands and Coalfields, Capricornia, Central Coast – Whitsundays and Wide Bay and Burnett region of Queensland on or about Monday 19 January 2015 through to Thursday 22 January 2015.

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). Heavy rainfall, flash flooding and damaging wind are referred to in the BOM Severe Weather Warning issued for 19 January 2015 initially at 12:21 pm Monday, 19 January 2015; 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 4,400 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 1 March 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 is not limited to, the area starting at Seaforth following the coastline south past Mackay, Yeppoon, Gladstone, Bundaberg and Maryborough to Tin Can Bay. From Tin Can Bay the area then turns west to Monogorilby, northwest past the Carnarvon National Park to Blackall. From Blackall the area continues northwest to Muttaborra then northeast past Mount Coolon back to Seaforth. 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 4167 9999	07 4862 2000	To	07 4862 2999
07 4183 9000	To	07 4199 7999	07 4884 0000	To	07 4885 8999
07 4303 2000	To	07 4331 1999	07 4898 0000	To	07 4999 4999
07 4816 7000	To	07 4816 7999	07 5484 2000	To	07 5488 7999
07 4835 0000	To	07 4847 2999			

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 **21 January 2015** to **1 March 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 **20150121-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 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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