

Customer Service Advice from Telstra

Ongoing Extreme Weather events impact service in North Tropical Coast and Tablelands region of Queensland.

As previously notified by Telstra on Friday 23 January 2015 and Tuesday 3 March 2015, Telstra's normal operations in the North Tropical Coast and Tablelands region of Queensland have been affected by ongoing extreme weather events on or about Friday 16 January 2015 continuing to date.

Telstra's telecommunications network in these areas have experienced high levels of damage that has 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 ongoing weather effects, the expected recovery date has now been further extended to 19 April 2015.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall is referred to in the BOM Severe Weather Warning issued for 16 January 2015 initially at 6:32 pm Friday, 16 January 2015; all of which were widely reported in the news media after these events.

Telstra has identified that the effect of these circumstances may apply to an additional 1,250 services bringing the total number of potential services impacted to approximately 5,650 services. This number may increase as Telstra assesses the full affect of the ongoing extreme weather conditions.

Based on current information, the resumption date of normal service operations is expected to be 19 April 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 is not limited to the area starting at Cape Tribulation following the coastline south past Port Douglas, Cairns, Innisfail and Ingham to Bluewater. The area then heads northwest past Mount Fox to Mount Garnet, north past Dimbulah to Lakeland, then southeast back to Cape Tribulation. 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 4030 0000	To	07 4099 9999	07 4720 3000	To	07 4720 3999
07 4213 2000	To	07 4213 9999	07 4752 7000	To	07 4780 9999
07 4232 1000	To	07 4232 9999	07 4791 8000	To	07 4798 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 **21 January 2015 to 19 April 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-NORTH TROPICAL COAST AND TABLELANDS.**

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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