

Customer Service Advice from Telstra

Ongoing Extreme Weather events impact service in Wide Bay and Burnett district of Queensland.

As previously notified by Telstra on Saturday 28 February 2015 and Wednesday 8 April 2015, Telstra's normal operations in the Wide Bay and Burnett district of Queensland have been affected by ongoing extreme weather events on or about Thursday 19 February 2015 through to Saturday 21 February 2015.

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 10 May 2015.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). A tropical cyclone is referred to in the BOM Severe Weather Warning issued for 19 February 2015 initially at 5:03 pm EST on Wednesday 18 February 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 an additional 170 services bringing the total number of potential services impacted to approximately 5,670 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 10 May 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 Turkey Beach following the coastline south past Agnes Water and Bundaberg to Burrum Heads. From Burrum Heads the area turns southwest to Coalstoun Lakes, then northwest past Mt Perry to Lake Awoonga, then east 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 4126 0000 | To | 07 4133 9999 | 07 4331 0000 | To | 07 4331 1999 |
| 07 4150 0000 | To | 07 4159 9999 | 07 4902 0000 | To | 07 4902 7999 |
| 07 4190 6000 | To | 07 4199 7999 | 07 4970 5000 | To | 07 4974 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 **23 February 2015 to 10 May 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 **20150223-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) and in the White Pages® telephone directory.

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