

Customer Service Advice from Telstra

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

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 Capricornia and parts of Central Coast Whitsundays, Wide Bay and Burnett and Southeast Coast Districts of Queensland on or about Thursday 19 February 2015 through to Saturday 21 February 2015.

Due to the effect of damage to the Telstra telecommunications network by Tropical Cyclone Marcia, 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). 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 approximately 16,900 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 5 April 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 the 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 and Bundaberg to Burrum Heads. From Burrum Heads the area then turns southwest to Coalstoun Lakes, northwest to Mount Perry and southwest to Taroom. From here the area heads north to Boolburra and northwest past Bluff and Valkyrie to Hail Creek and then northeast 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, identifiable under CSG Exemption reference number 20150223-QLD-E-C-P-COASTAL AND CENTRAL QLD, may have been affected:

07 4126 0000	To	07 4133 9999	07 4835 2000	To	07 4842 9999
07 4150 0000	To	07 4167 9999	07 4862 2000	To	07 4862 2999
07 4190 6000	To	07 4199 7999	07 4898 0000	To	07 4979 9999
07 4331 0000	To	07 4331 1999	07 4990 0000	To	07 4999 4999

Additionally, Telstra services in the area bounded by and including, but is not limited to, the area starting at Beachmere following the coastline south past Redcliffe, Brisbane Airport and Wynnum to the Logan River. Following the river, the area heads northwest past Cornubia to Drewvale and southwest past New Beith and Warrill View

to Pilton. The area then turns north past Helidon to Ravensbourne, east to Mount Glorious and then northeast back to Beachmere. 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, identifiable under CSG Exemption reference number 20150223-QLD-E-C-P-BRISBANE AND SURROUNDING DISTRICTS, may have been affected:

07 3000 0100	To	07 3037 8999	07 3608 6000	To	07 3608 6999
07 3055 3100	To	07 3055 9999	07 3620 0000	To	07 3667 6999
07 3066 0000	To	07 3070 9499	07 3710 0000	To	07 3727 9999
07 3109 0000	To	07 3109 7999	07 3801 0000	To	07 3917 9999
07 3131 0000	To	07 3131 9999	07 5321 0000	To	07 5322 8999
07 3179 2100	To	07 3179 2299	07 5361 0000	To	07 5362 9999
07 3201 0000	To	07 3457 9999	07 5410 6000	To	07 5427 9999
07 3470 0000	To	07 3514 9999	07 5460 0000	To	07 5468 9999
07 3550 0000	To	07 3552 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 5 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 **20150223-QLD-E-C-P-COASTAL AND CENTRAL QLD** or **20150223-QLD-E-C-P-BRISBANE AND SURROUNDING DISTRICTS**.

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.

® Registered Trade Mark of Telstra Corporation Limited.