

Customer Service Advice from Telstra

Extreme Weather events impact service in parts of the Wide Bay and Burnett and Southeast Coast districts of Queensland.

As previously notified by Telstra on Monday 2 March 2015, Telstra's normal operations in parts of the Wide Bay and Burnett and Southeast Coast districts of Queensland were affected by a series of extreme weather events on or about Thursday 19 February 2015 through to Sunday 22 February 2015. 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 26 April 2015.

Telstra has identified that the effect of these circumstances applies to an additional 4,000 services bringing the total number of services impacted to approximately 9,050 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 26 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 Woodgate following the coastline south past Hervey Bay, Noosa Heads and Caloundra to Beachmere. The area then heads southwest to Mount Glorious then west to Ravensbourne. From Ravensbourne the area then turns northwest past Evergreen to Darr Creek and then north to Monogorilby. The area heads northeast past Brooweena and back to Woodgate. 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 3384 3600	To	07 3385 7999	07 4303 2000	To	07 4325 6999
07 3400 0000	To	07 3410 9999	07 4612 5000	To	07 4612 5999
07 3425 0000	To	07 3425 9999	07 4692 6000	To	07 4698 4999
07 3478 4000	To	07 3478 4999	07 5331 5000	To	07 5352 8999
07 3491 0000	To	07 3491 4999	07 5370 1000	To	07 5371 0999
07 3882 9400	To	07 3897 3799	07 5390 0000	To	07 5390 9999
07 4120 0000	To	07 4142 9999	07 5401 0000	To	07 5459 9999
07 4156 2000	To	07 4197 9999	07 5470 0000	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 **23 February 2015 to 26 April 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 **20150223-QLD-E-C-P-EX-TROPICAL CYCLONE MARCIA**.

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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