

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in part of the Wide Bay and Burnett District and part of the Southeast Coast District of Queensland.**

As previously notified by Telstra on Tuesday 31 March 2015, Telstra's normal operations in part of the Wide Bay and Burnett District and part of the Southeast Coast District of Queensland have been affected by extreme weather events caused by Ex-Tropical Cyclone Marcia 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 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 the expected recovery date has now been further extended to 31 May 2015.

Telstra has identified that the effect of these circumstances may apply to an additional 4,500 services bringing the total number of potential services impacted to approximately 13,550 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 31 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 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 turns northeast past Moore to Jimna and then northwest to Kilkivan. The area heads north to Brooweena then northeast 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 4183 9000	To	07 4197 9999
07 3400 0000	To	07 3410 9999	07 4303 2000	To	07 4325 6999
07 3425 0000	To	07 3425 9999	07 5331 5000	To	07 5352 8999
07 3478 4000	To	07 3478 4999	07 5370 1000	To	07 5371 0999
07 3491 0000	To	07 3491 4999	07 5390 0000	To	07 5390 9999
07 3882 9400	To	07 3897 3799	07 5401 0000	To	07 5459 9999
07 4120 0000	To	07 4129 9999	07 5470 0000	To	07 5499 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 31 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-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 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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