

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Southeast Coast districts of Queensland and Northern Rivers and Mid North Coast districts of New South Wales.**

As previously notified by Telstra on Monday 2 March 2015, Telstra's normal operations in the Southeast Coast districts of Queensland and Northern Rivers and Mid North Coast districts of New South Wales 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 6,500 services bringing the total number of services impacted to approximately 16,100 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 Redland Bay in Queensland following the coastline south past Surfers Paradise, Tweed Heads, Ballina, Coffs Harbour, and Port Macquarie to Crowdy Head, then northwest through Comboyne, Yarras to Yarrowitch. The area then heads north to Moona Plains and northeast to Ebor and east to Bellingen. From Bellingen the area turns northwest past Megan and Pinkett to Bonshaw. Following the Queensland-NSW border east and then crossing the border at Koreelah, the area heads northwest to Goomburra, northeast past Willowbank to Sunnybank Hills and east back to Redland Bay. 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:

|              |    |              |              |    |              |
|--------------|----|--------------|--------------|----|--------------|
| 02 5524 0000 | To | 02 5525 5999 | 07 3489 0000 | To | 07 3498 6999 |
| 02 5620 0000 | To | 02 5622 8999 | 07 3800 0000 | To | 07 3809 9999 |
| 02 6538 0000 | To | 02 6538 3999 | 07 3826 0000 | To | 07 3827 9999 |
| 02 6550 3000 | To | 02 6569 9999 | 07 3884 2000 | To | 07 3884 9999 |
| 02 6580 0000 | To | 02 6604 9999 | 07 5410 0000 | To | 07 5410 8999 |
| 02 6618 0000 | To | 02 6692 2999 | 07 5460 6000 | To | 07 5469 9999 |
| 02 6730 0000 | To | 02 6739 5999 | 07 5500 0000 | To | 07 5599 9999 |
| 07 3200 0000 | To | 07 3209 5999 | 07 5618 2000 | To | 07 5618 7999 |
| 07 3287 0000 | To | 07 3299 9999 | 07 5644 0000 | To | 07 5644 9999 |
| 07 3380 0000 | To | 07 3387 9999 | 07 5656 0000 | To | 07 5665 9999 |
| 07 3440 1000 | To | 07 3451 8999 | 07 5689 1000 | To | 07 5689 1999 |

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-SOUTHEAST QLD AND NORTHERN NSW**.

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](http://www.tio.com.au)) and in the White Pages® directory.

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