

# Customer Service Advice from Telstra

## **Ongoing Extreme Weather events impact service in parts of the Darling Downs and Granite Belt and Maranoa and Warrego districts of Queensland and parts of North West Slopes & Plains district of New South Wales.**

As previously notified by Telstra on Friday 27 March 2015 and Monday 20 April 2015, Telstra's normal operations in parts of the Darling Downs and Granite Belt and Maranoa and Warrego districts of Queensland and parts of North West Slopes & Plains district of New South Wales have been affected by extreme weather events on or about Saturday 21 March 2015 through to Sunday 22 March 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 31 May 2015.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Damaging wind, heavy rainfall and large hailstones are referred to in the BOM Severe Weather Warning issued for 21 March 2015 initially at 2:03 pm Saturday, 21 March 2015; all of which were widely reported in the news media after these events.

Telstra has identified that the effect of these circumstances may apply to an additional 220 services bringing the total number of potential services impacted to approximately 1,620 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 not limited to, the area starting at Robinson Gorge in Queensland heading southeast past Taroom to Jandowae. The area then turns south past Milmerran, crossing the QLD-NSW border at Yetman. From Yetman the area turns southwest to Willala, northwest to Pillaga, then north, crossing back into Queensland at Mungindi. From Mungindi the area turns northeast to Coomrith, northwest to Bargunyah, north past Womalilla to Mt Moffat and then east back to Robinson Gorge. All suburbs and towns 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 5794 4000	To	02 5794 5999	07 4527 5000	To	07 4527 5999
02 6705 0000	To	02 6705 9999	07 4558 0000	To	07 4579 2999
02 6724 7000	To	02 6729 7999	07 4594 2000	To	07 4594 3999
02 6750 0000	To	02 6759 9999	07 4620 1000	To	07 4629 9999
02 6780 4000	To	02 6799 9999	07 4660 7000	To	07 4685 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 March 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 **20150323-QLD-E-C-P-INLAND SOUTHERN 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 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.

® Registered Trade Mark of Telstra Corporation Limited.