

# Customer Service Advice from Telstra

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

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 parts of Southeast Coast and Darling Downs and Granite Belt districts of Queensland and Northern Rivers and Mid North Coast districts of New South Wales on or about Friday 1 May 2015 through to Saturday 2 May 2015.

Due to the effect of damage to the Telstra telecommunications network by severe weather, 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). Damaging winds, heavy rainfall, abnormally high tides and dangerous surf are referred to in the BOM Severe Weather Warning issued for 1 May 2015 initially at 2:19 pm Friday, 1 May 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 12,700 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 21 June 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 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 and Yarras to Yarrowitch. The area heads north to Moona Plains, northeast to Ebor and east to Bellingen. From Bellingen the area turns northwest past Megan and Pinkett to Bonshaw. Following the Queensland-NSW border west past Goondiwindi and then crossing the border at Mungindi, the area then heads northeast to Teelba, east to Tara, southeast to Milmerran then northeast to Cambooya. From Cambooya the area heads east past Springfield Lakes and Sunnybank Hills 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 3826 0000	To	07 3827 9999
02 5620 0000	To	02 5622 8999	07 3884 2000	To	07 3884 9999
02 6538 0000	To	02 6538 3999	07 4594 4000	To	07 4594 4999
02 6550 3000	To	02 6569 9999	07 4619 1000	To	07 4619 1999

02 6580 0000	To	02 6604 9999	07 4650 9000	To	07 4695 0999
02 6618 0000	To	02 6692 2999	07 5410 0000	To	07 5410 8999
02 6730 0000	To	02 6739 5999	07 5460 6000	To	07 5469 9999
07 3200 0000	To	07 3209 5999	07 5500 0000	To	07 5599 9999
07 3287 0000	To	07 3299 9999	07 5618 2000	To	07 5618 7999
07 3380 0000	To	07 3387 9999	07 5644 0000	To	07 5644 9999
07 3440 1000	To	07 3451 8999	07 5656 0000	To	07 5665 9999
07 3489 0000	To	07 3498 6999	07 5689 1000	To	07 5689 1999
07 3800 0000	To	07 3809 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 **4 May 2015** to **21 June 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 **20150504-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 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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