

# Customer Service Advice from Telstra

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

As previously notified by Telstra on Wednesday 6 May 2015, Telstra's normal operations in the Wide Bay and Burnett District of Queensland were affected by a series of extreme weather events on or about Friday 1 May 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 the expected recovery date has now been extended to 7 June 2015.

Telstra has identified that the effect of these circumstances applies to an additional 300 services bringing the total number of services impacted to approximately 1,350 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 7 June 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 Turkey Beach following the coastline south past Agnes Water, Bundaberg and Hervey Bay to Tin Can Bay. From Tin Can Bay the area turns west to Boobyjan and northeast to Coalstoun Lakes. The area then turns northwest past Mt Perry to Lake Awoonga, then east back to Turkey Beach. 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 4120 0000	To	07 4133 9999	07 4902 0000	To	07 4902 7999
07 4150 0000	To	07 4159 9999	07 4970 5000	To	07 4974 9999
07 4183 9000	To	07 4199 7999	07 5484 2000	To	07 5488 7999
07 4303 2000	To	07 4331 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 **4 May 2015 to 7 June 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 **20150504-QLD-E-C-P-WIDE BAY AND BURNETT**.

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.

® Registered Trade Mark of Telstra Corporation Limited.