

# Customer Service Advice from Telstra

## **Staff Redeployment impact service in Tasmania.**

Due to the effect of a series of extreme weather events, which have caused damage to the Telstra telecommunications network throughout widespread areas of Queensland and New South Wales, there has been a significant increase in the number of Telstra services being reported as faulty in those regions.

Due to the extent and severity of these ongoing extreme weather events, Telstra is redeploying a large number of staff from across Australia to the affected regions. As a result, there will be delays to normal installation and repair activities in Tasmania, as staff from this region are redeployed.

Telstra apologises to any affected customers.

Information as to the nature of the severe weather events, which included damaging winds, heavy rainfall and flash flooding which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing on or about 20 April 2015 through to 1 May 2015. Additionally these unusually severe weather events have been widely reported by most of the news media.

Telstra has identified that the effect of these circumstances may apply to approximately 2,800 services in Tasmania. 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 14 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 affected by this exemption are those in the area which is encompassed by the state of Tasmania which includes all islands and coastal areas being part of the state of Tasmania.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

03 6208 0000	<b>To</b>	03 6298 9999	03 6420 2000	<b>To</b>	03 6475 9999
03 6323 0000	<b>To</b>	03 6399 3999	03 6490 0000	<b>To</b>	03 6498 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 **11 May 2015** to **14 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 **20150511-TAS-S-C-P-TASMANIA**.

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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