

# Customer Service Advice from Telstra

## **Staff Redeployment impact service in parts of Herbert and Lower Burdekin District of Queensland.**

Due to the effect of a series of extreme weather events which has caused damage to the Telstra telecommunications network throughout widespread areas of Southeast Queensland, 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 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 parts of Herbert and Lower Burdekin District of Queensland, 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, abnormally high tides and dangerous surf 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 Friday 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 670 services in the Townsville area. 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 7 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 are not limited to, the area starting at Balgal Beach and heading south following the coastline past Pallarenda and Townsville to Cungulla. The area then heads southwest past Cromarty to Reid River, northwest past Granite Vale and Alice River to Paluma then east back to Balgal Beach. All suburbs and towns, off shore islands (including Palm and Magnetic 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 4411 0000	To	07 4431 2999	07 4750 0100	To	07 4799 9999
07 4720 0000	To	07 4729 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 **18 May 2015** to **7 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 **20150518-QLD-E-C-P-TOWNSVILLE AND SURROUNDING DISTRICT**.

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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