

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in parts of the Southeast Coast District.**

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 the Southeast Coast District of Queensland on or about Tuesday 27 October 2015 through to Wednesday 28 October 2015.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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). Destructive wind, heavy rainfall and large hailstones are referred to in the BOM Severe Weather Warning issued for 27 October 2015 initially at 5:11 pm Tuesday, 27 October 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 850 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 15 November 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 Pelican Waters following the coastline south past Beachmere to Deception Bay then inland southwest past Samsonvale to Mt Glorious. From Mt Glorious the area heads south to Mt Nebo, southwest past Amberley to Aratula then northwest to Pilton. The area then heads northeast to Flagstone Creek then north past Anduramba to Johnstown. From Johnstown the area turns southeast past Booloumba Creek to Wootha then east back to Pelican Waters. 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 3384 3600	To	07 3385 7999	07 5343 9000	To	07 5343 9999
07 3400 0000	To	07 3410 9999	07 5361 0000	To	07 5362 9999
07 3425 0000	To	07 3425 9999	07 5390 3000	To	07 5390 3999
07 3478 4000	To	07 3478 4999	07 5411 1000	To	07 5439 9999
07 3491 0000	To	07 3491 4999	07 5460 0000	To	07 5468 9999
07 3882 9400	To	07 3897 3799	07 5490 0000	To	07 5499 4999
07 5321 0000	To	07 5322 8999			

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 **28 October 2015** to **15 November 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 **20151028-QLD-E-C-P-SOUTHEAST QLD**.

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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