

# Customer Service Advice from Telstra

## **Severe Weather events impact service in the Southeast Coast District and parts of the Darling Downs and Granite Belt, and Wide Bay and Burnett Districts of Queensland and parts of the Northern Rivers District 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 severe weather events in the Southeast Coast District and parts of the Darling Downs and Granite Belt, and Wide Bay and Burnett Districts of Queensland and parts of the Northern Rivers District of New South Wales on or about Thursday 5 November 2015 through to Sunday 8 November 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). Large hail, heavy rain and damaging winds are referred to in the BOM Severe Weather Warning issued for 5 November 2015 initially at 5:11 pm Thursday, 5 November 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 9,000 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 6 December 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 Golden Beach following the coastline south past Wynnum, Surfers Paradise, crossing the QLD/NSW border past Tweed Heads and Byron Bay to Wardell. From Wardell, the area heads northwest to Lynwood, north to Clunes then northwest past The Channon, The Risk and Woodenbong crossing the NSW/QLD border to Goomburra. The area turns west to Grays Gate, southwest to Millmerran Woods and northeast to Cecil Plains then east to Mt Tyson. From Mt Tyson the area heads northeast to Evergreen, northwest past Cooranga to Monogorilby, east past Tansey to Tin Can Bay then following the coast south to Boreen Pt. From Boreen Pt the area turns southwest to Eumundi, southeast to Bli Bli, southwest to Mooloolah Valley then southeast past Glenview back to Golden 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:

02 6618 0000	To	02 6626 8999	07 3800 0000	To	07 3829 9999
02 6639 0000	To	02 6639 9999	07 3840 6400	To	07 3917 8999
02 6670 0000	To	02 6689 5999	07 4160 0000	To	07 4179 6999

07 3000 0100	To	07 3010 4399	07 4189 9000	To	07 4189 9999
07 3026 3800	To	07 3032 8599	07 4596 2000	To	07 4596 3999
07 3131 0800	To	07 3131 8999	07 4612 0000	To	07 4620 0199
07 3179 2100	To	07 3179 2299	07 4630 1000	To	07 4639 8699
07 3200 0000	To	07 3227 0999	07 4659 0000	To	07 4659 3499
07 3237 8700	To	07 3410 9999	07 4687 0000	To	07 4699 9999
07 3423 5000	To	07 3457 8599	07 5321 0000	To	07 5362 9999
07 3470 0000	To	07 3500 9999	07 5390 3000	To	07 5390 3999
07 3551 3000	To	07 3551 3999	07 5401 2000	To	07 5599 9999
07 3631 0000	To	07 3640 5999	07 5644 2000	To	07 5644 7999
07 3667 6000	To	07 3667 6999	07 5656 5000	To	07 5665 5999
07 3710 1000	To	07 3727 5999	07 5689 1000	To	07 5689 1999

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 **9 November 2015 to 6 December 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 **20151109-QLD-E-C-P-SOUTHEAST QLD AND NORTHERN RIVERS 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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