

Customer Service Advice from Telstra

Severe Weather events impact service in parts of Wide Bay and Burnett and Capricornia Districts of Queensland.

As previously notified by Telstra on Thursday 19 November 2015, Telstra's normal operations in parts of Wide Bay and Burnett and Capricornia Districts of Queensland were affected by a series of severe weather events on or about Saturday 14 November 2015 through to Monday 16 November 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 of the continued weather effects, the expected recovery date has now been extended to 20 December 2015.

Telstra has identified that the effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 550 services. This number may increase as Telstra assesses the full affect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 20 December 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 are not limited to, the area starting at Mount Morgan heading southeast to Caliope, southwest to Dumgree then southeast to Mt Perry. From Mt Perry the area turns southwest past Eidsvold to the southernmost part of Precipice National Park then northwest to Rolleston. The area turns northeast to Duaringa then east back to Mount Morgan. All suburbs and towns 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 4166 7000	To	07 4167 5999	07 4937 0000	To	07 4937 2999
07 4837 6000	To	07 4837 6999	07 4990 0000	To	07 4998 4999

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 **17 November 2015 to 20 December 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 **20151117-QLD-E-C-P-WIDE BAY BURNETT AND CAPRICORNIA**.

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) and in the White Pages® directory.

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