

Customer Service Advice from Telstra

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

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 parts of Wide Bay and Burnett and Capricornia Districts of Queensland on or about Saturday 14 November 2015 through to Monday 16 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 14 November 2015 initially at 7:58 pm Saturday, 14 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 450 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 is not limited to, the area starting at Turkey Beach following the coastline south past Agnes Water and Bundaberg to Burrum Heads. From Burrum Heads the area heads southwest to Coalstoun Lakes, northwest to Mount Perry, southwest to Eidsvold then west to Precipice National Park. From Precipice National Park the area turns northwest to Carnarvon National Park, northeast to Dingo, east to Mount Morgan and southeast to Caliope then southwest to Dumgree. The area turns southeast to Monal, northeast to Iveragh then east back to Turkey 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:

07 4126 0000	To	07 4133 8999	07 4902 0000	To	07 4902 7999
07 4150 0000	To	07 4167 5999	07 4937 0000	To	07 4937 2999
07 4190 6000	To	07 4199 7999	07 4970 5000	To	07 4974 9999
07 4331 1000	To	07 4331 1999	07 4990 0000	To	07 4998 4999
07 4837 6000	To	07 4837 6999			

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 **17 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 **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 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) and in the White Pages® telephone directory.

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