

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in part of the Wide Bay and Burnett District of Queensland**

As previously notified by Telstra on Friday 4 December 2015, Telstra's normal operations in part of the Wide Bay and Burnett District of Queensland were affected by a series of extreme weather events on or about Sunday 29 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 24 January 2016.

Telstra has identified that the effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 4,100 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 24 January 2016. 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 Burrum Heads following the coastline south to Tin Can Bay. From Tin Can Bay the area heads west past Mudlo to Monogorilby and then northwest to Cracow. From Cracow the area heads northwest to Mt Perry, southeast to Biggenden then northeast back to Burrum Heads. 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 4127 5000 | To | 07 4142 6999 | 07 4190 0000 | To | 07 4193 5999 |
| 07 4156 2000 | To | 07 4165 9999 |              |    |              |

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 **1 December 2015 to 24 January 2016** 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 **20151201-QLD-E-C-P-BRISBANE NTH AND WIDE BAY AND BURNETT**.

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](http://www.tio.com.au)) and in the White Pages® directory.

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