

# Customer Service Advice from Telstra

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

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 the Southeast Coast District and part of the Wide Bay and Burnett District of Queensland on or about Sunday 29 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Damaging wind, heavy rainfall and large hailstones are referred to in the BOM Severe Weather Warning issued for Sunday 29 November 2015 initially at 7:06 pm Sunday, 29 November 2015, reference number IDQ20038; 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 4,000 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 10 January 2016. 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 Burrum Heads following the coastline south past Hervey Bay and Noosa Heads to Nudgee Beach. From Nudgee Beach the area heads west to Carseldine, north to Murrumba Downs, west to Esk then northwest past Boondooma and Monogorilby 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 3203 0000	To	07 3205 0999	07 4303 2500	To	07 4303 2599
07 3283 0000	To	07 3293 9999	07 4325 5000	To	07 4325 5999
07 3384 2000	To	07 3385 9999	07 4698 4200	To	07 4698 4999
07 3400 0000	To	07 3410 9999	07 5331 5000	To	07 5352 8999
07 3425 0000	To	07 3425 9999	07 5371 0000	To	07 5371 0999
07 3478 4000	To	07 3491 9999	07 5390 3000	To	07 5390 3999
07 3817 7000	To	07 3817 9999	07 5401 0000	To	07 5401 9999
07 3880 0000	To	07 3897 8999	07 5413 0000	To	07 5459 9999

07 4124 9000      **To**   07 4142 9999                      07 5470 0000      **To**   07 5499 9999  
07 4156 2000      **To**   07 4197 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 **1 December 2015 to 10 January 2016** 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 **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 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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