

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in the Southeast Coast District and part of the Darling Downs and Granite Belt District of Queensland and part 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 extreme weather events in the Southeast Coast District and part of the Darling Downs and Granite Belt District of Queensland and part of the Northern Rivers District of New South Wales on or about Sunday 29 November 2015 through to Monday 30 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 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 5,850 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 Steiglitz following the coastline south past Surfers Paradise, crossing the QLD/NSW border past Tweed Heads and Byron Bay to Broadwater. From Broadwater, the area heads northwest to Nimbin, west to Kyogle then northwest past The Risk crossing the NSW/QLD border to Pilton then northeast to Ravensbourne. The area turns east to Mt Glorious, south to Mt Nebo, southeast past Toowong to Mt Gravatt turning southwest to Acacia Ridge then southeast back to Steiglitz. 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 6639 9999	07 3470 0000	To	07 3470 9999
02 6670 0000	To	02 6689 5999	07 3489 0000	To	07 3498 6099
07 3000 0100	To	07 3005 8999	07 3710 1000	To	07 3727 6999
07 3035 1500	To	07 3035 1799	07 3800 0000	To	07 3827 9999
07 3131 8000	To	07 3131 8099	07 3845 2500	To	07 3893 9999
07 3200 0000	To	07 3213 2499	07 3906 3900	To	07 3907 9999

07 3246 6200	To	07 3248 4999	07 5321 0000	To	07 5322 8999
07 3258 5400	To	07 3259 6499	07 5361 0000	To	07 5362 9999
07 3270 3000	To	07 3299 9999	07 5410 1000	To	07 5427 8999
07 3327 0000	To	07 3335 5599	07 5460 0000	To	07 5469 9999
07 3346 4000	To	07 3387 9999	07 5501 2000	To	07 5599 6999
07 3403 1600	To	07 3407 7099	07 5618 6000	To	07 5618 7999
07 3423 5000	To	07 3457 4399	07 5644 3000	To	07 5644 7999

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-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.

® Registered Trade Mark of Telstra Corporation Limited.