

Customer Service Advice from Telstra

Severe Weather events impact service in the Southeast Coast District and part of the Darling Downs and Granite Belt District of Queensland and parts of the Northern Rivers and Northern Tablelands 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 severe weather events in the Southeast Coast District and part of the Darling Downs and Granite Belt District of Queensland and parts of the Northern Rivers and Northern Tablelands of New South Wales on or about Friday 29 January 2016 through to Saturday 30 January 2016.

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). Damaging wind, heavy rainfall and large hailstones are referred to in the BOM Severe Weather Warning issued for 29 January 2016 initially at 2:59 pm Friday, 29 January 2016, 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 4,500 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 severe weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 6 March 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 is not limited to the area starting at Labrador in Queensland and following the coastline south past Broad Beach crossing the NSW border past Tweed Heads and Byron Bay to Evans Head. From Evans Head the area turns southwest to Baryulgil, northwest to Bookookoora and then west to the NSW/QLD border. The area follows the border west past Goondiwindi to the Talwood-Boonanga Rd then heads northwest crossing the NSW/QLD border to Talwood, northeast to Tara then southeast to Kindon. From Kindon the area turns northeast to Mutdapilly, east to Bannockburn and south to Canungra then northeast back to Labrador. 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 5620 0000	To	02 5620 4999	07 5460 6000	To	07 5469 9999
02 6618 0000	To	02 6639 9999	07 5500 1000	To	07 5599 9999
02 6660 0000	To	02 6689 9999	07 5618 2000	To	07 5618 7999
07 4619 1000	To	07 4619 1999	07 5644 2000	To	07 5644 6999
07 4650 9000	To	07 4695 0999	07 5656 0000	To	07 5665 5999

07 5410 0000

To 07 5410 8999

07 5689 1000

To 07 5689 1999

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 February 2016** to **6 March 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 **20160201-QLD-E-C-P-SE QLD AND NORTHERN 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) and in the White Pages® telephone directory.

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