

# Customer Service Advice from Telstra

## **Severe Weather events impact service in the Sunshine Coast.**

As previously notified by Telstra on Monday 7 March 2016, Telstra's normal operations in the Sunshine Coast of Queensland were affected by a series of severe weather events on or about Friday 29 January 2016 through to Saturday 30 January 2016. 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 10 April 2016.

Telstra has identified that the effect of these circumstances applies to an additional 1,350 services bringing the total number of services impacted to approximately 5,700 services. This number may increase as Telstra assesses the full affect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 10 April 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 Double Island Point following the coastline south past Noosa Heads and Caloundra to Pelican Waters. From Pelican Waters the area heads northwest to Landsborough, west to Booroobin then northwest to Manumbar. The area heads southeast to Cooroy then turns northeast back to Double Island Point. 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 5334 9000 | To | 07 5352 8999 | 07 5401 2000 | To | 07 5459 9999 |
| 07 5370 1000 | To | 07 5371 0999 | 07 5470 0000 | To | 07 5499 9999 |
| 07 5390 0000 | To | 07 5390 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 February 2016 to 10 April 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 **20160201-QLD-E-C-P-SUNSHINE COAST AND SURROUNDING DISTRICT**.

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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