

Customer Service Advice from Telstra

Severe Weather events impact service in parts of the Wide Bay and Burnett, Capricornia and Central Highlands and Coalfields Districts of Queensland.

As previously notified by Telstra on Tuesday 8 March 2016, Telstra's normal operations in parts of the Wide Bay and Burnett, Capricornia and Central Highlands and Coalfields Districts of Queensland were affected by a series of severe weather events on or about Friday 29 January 2016 through to Sunday 31 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 17 April 2016.

Telstra has identified that the effect of these circumstances applies to an additional 550 services bringing the total number of services impacted to approximately 3,050 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 17 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 is not limited to, the area starting at Turkey Beach following the coastline south past Bundaberg to Buxton. From Buxton the area heads southwest to Coalstoun Lakes, northwest to Mount Perry then southwest to Cheltenham. The area turns northwest to Theodore, west to the Carnarvon National Park, northwest past Willows to Epping Forest National Park, northeast to Mount Coolon then southeast to Bluff. From Bluff the area continues southeast past Wowan and Mount Alma to Ubobo, northeast to Iveragh then east back to Turkey Beach. 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 4126 0000	To	07 4133 9999	07 4884 4000	To	07 4884 6999
07 4150 0000	To	07 4167 9999	07 4902 0000	To	07 4902 7999
07 4190 6000	To	07 4199 7999	07 4913 2000	To	07 4913 2999
07 4331 0000	To	07 4331 1999	07 4925 9000	To	07 4937 2999
07 4835 3000	To	07 4837 6999	07 4970 5000	To	07 4998 4999

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 17 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-WIDE BAY BURNETT AND CENTRAL QLD.**

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) and in the White Pages® directory.

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