

Customer Service Advice from Telstra

Severe Weather events impact service in part of the Capricornia District of Queensland.

As previously notified by Telstra on Monday 14 March 2016, Telstra's normal operations in part of the Capricornia District of Queensland were affected by a series of severe weather events on or about Thursday 4 February 2016 through Friday 5 February 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 24 April 2016.

Telstra has identified that the effect of these circumstances applies to an additional 400 services bringing the total number of services impacted to approximately 2,700 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 24 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 Clairview following the coastline south past Stanage to Cape Clinton. From Cape Clinton the area heads southwest to Shoalwater, south to Barmoya, and southeast to Tungamull then east to Keppel Sands. The area follows the coastline south past Gladstone to Turkey Beach then turns southwest to Iveragh, south to Colosseum and southeast to Monal then northwest to Dumgree. The area heads northeast to Bracewell, northwest past Westwood to Bluff, north past Bingegang to Collaroy then west back to Clairview. 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 4835 2000	To	07 4839 8999	07 4956 9000	To	07 4979 9999
07 4898 4000	To	07 4938 9999	07 4999 0000	To	07 4999 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 **4 February 2016 to 24 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 **20160204-QLD-E-C-P-CENTRAL QUEENSLAND**.

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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