

# Customer Service Advice from Telstra

## **Severe Weather events impact service in the Herbert and Lower Burdekin District and parts of the Central Coast-Whitsundays and North Tropical Coast and Tablelands Districts of Queensland.**

As previously notified by Telstra on Thursday 10 March 2016, Telstra's normal operations in the Herbert and Lower Burdekin District and parts of the Central Coast-Whitsundays and North Tropical Coast and Tablelands Districts of Queensland were affected by a series of severe weather events on or about Thursday 3 March 2016 through to Monday 7 March 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 950 services bringing the total number of services impacted to approximately 3,350 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 are not limited to, the area starting at Deeral following the coastline south past Innisfail, Ingham, Townsville, Bowen and Mackay to McEwens Beach. The area then heads southwest past Oakenden to Hazledean, northwest past Dalrymple Heights and Dalbeg to Mt Fox. From Mt Fox the area heads north to Millaa Millaa then northeast back to Deeral. 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 4030 2000 | To | 07 4030 2999 | 07 4750 0600 | To | 07 4799 9999 |
| 07 4043 2000 | To | 07 4048 5999 | 07 4840 0000 | To | 07 4846 9999 |
| 07 4061 0000 | To | 07 4088 9999 | 07 4862 2000 | To | 07 4862 2999 |
| 07 4232 6000 | To | 07 4232 9999 | 07 4898 0000 | To | 07 4898 6999 |
| 07 4411 0000 | To | 07 4431 2999 | 07 4940 0000 | To | 07 4969 9999 |
| 07 4720 1800 | To | 07 4729 8899 | 07 4998 5000 | To | 07 4998 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 **7 March 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 **20160307-QLD-E-C-P-NORTH COASTAL 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](http://www.tio.com.au)) and in the White Pages® directory.

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