

Customer Service Advice from Telstra

Severe Weather events impact service in the Southeast Coast District of Queensland and the Northern Rivers and Mid North Coast Districts 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 of Queensland and the Northern Rivers and Mid North Coast Districts of New South Wales on or about Saturday 4 June 2016 through to Sunday 5 June 2016.

Due to the effect of damage to the Telstra telecommunications network by a low pressure system, 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 winds, heavy rainfall and abnormally high tides are referred to in the BOM Severe Weather Warning issued for 4 June 2016 initially at 11:54 am Saturday, 4 June 2016, reference number IDQ20032; 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 4,800 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 3 July 2016. This date is indicative only, however, and may be subject to change once the full impact of the severe 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 Steiglitz in Queensland and following the coastline south past Broad Beach crossing the NSW border past Tweed Heads and Byron Bay to Laurieton. From Laurieton the area turns northwest to Yarrowitch, north to Jeogla, northeast Tabulam then northwest to Tooloom. The area heads north crossing the NSW/QLD border to Aratula, northeast past Mutadilly to Browns Plains then southeast back to Steiglitz. 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 5524 0000	To	02 5525 5999	07 3804 2400	To	07 3804 2799
02 5620 0000	To	02 5622 8999	07 3826 4100	To	07 3826 4399
02 6538 1000	To	02 6538 3999	07 5410 1000	To	07 5410 5999
02 6556 6000	To	02 6569 9999	07 5460 6000	To	07 5469 9999
02 6580 0000	To	02 6604 9999	07 5500 1000	To	07 5598 9599
02 6618 0000	To	02 6692 4999	07 5618 6000	To	07 5618 7999
07 3200 0000	To	07 3200 1999	07 5644 3000	To	07 5644 7999
07 3290 8700	To	07 3297 7999	07 5656 1000	To	07 5656 8099

07 3380 3200

To 07 3380 3999

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 **6 June 2016** to **3 July 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 **20160606-QLD-E-C-P-SE QLD AND NORTH COAST 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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