

# CUSTOMER SERVICE ADVICE FROM TELSTRA

Staff Redeployment impact service in parts of the Brisbane Area of Queensland

Due to the effect of a series of severe weather events which have caused damage to the Telstra telecommunications network throughout widespread areas of New South Wales, there has been a significant increase in the number of Telstra services being reported as faulty in those regions.

Due to the extent and severity of these ongoing extreme weather events, Telstra is redeploying a large number of staff from across parts of the Brisbane area to the affected regions. As a result, there will be delays to normal installation and repair activities in parts of the Brisbane area as staff from this region are redeployed.

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). Destructive winds, heavy rainfall and abnormally high tides are referred to in the BOM Severe Weather warning issues for 4 June initially at 4.23pm Saturday 4 June 2016, reference number IDN20032; all of which were widely reported by most of the news media.

Telstra has identified that the effect of these circumstances may apply to approximately 950 services in the Brisbane area. 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 extreme 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 extreme 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 Nudgee Beach, heading south along the coast line to Lytton. From Lytton the area heads southwest to Holland Park. From Holland Park the area turns northwest to Indooroopilly and northeast to Spring Hill. From Spring Hill the area heads north to Chermside and then north east back to Nudgee Beach. All suburbs and towns 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 3000 0800	To	07 3035 7099	07 3391 0000	To	07 3407 9999
07 3055 5500	To	07 3055 6999	07 3421 0000	To	07 3435 5999
07 3066 0000	To	07 3070 9499	07 3452 9600	To	07 3457 1999
07 3109 0000	To	07 3109 7999	07 3510 2500	To	07 3514 6999
07 3131 0000	To	07 3131 6999	07 3552 7000	To	07 3552 9399
07 3212 0000	To	07 3276 2299	07 3608 6000	To	07 3608 6999
07 3291 0100	To	07 3292 9299	07 3620 0000	To	07 3666 9999
07 3307 0000	To	07 3336 3799	07 3710 8100	To	07 3727 7999
07 3346 4600	To	07 3377 0099	07 3823 0000	To	07 3909 8799

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 8 June 2016 to the 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 **20160608-QLD-E-C-P-EAST BRISBANE AND SURROUNDING AREA.**

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](http://www.tio.com.au)) and in the White Pages® telephone directory.

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