

# Customer Service Advice from Telstra

## **Staff Redeployment impact service in part of the Brisbane and Southeast District 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 severe weather events, Telstra is redeploying a large number of staff from across Australia to the affected regions. As a result, there will be delays to normal installation and repair activities in part of the Brisbane area and part of the Southeast District of Queensland, 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 1,500 services in part of the Brisbane and Southeast District of Queensland. 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 are not limited to, the area starting at Pelican Waters following the coastline south to Deception Bay then inland southwest to Murrumba Downs then southeast to Nudgee Beach. From Nudgee Beach the area heads southwest to Nundah, west past Ferny Grove to Mt Nebo then north to Mt Glorious. The area heads northwest to Toogoolawah, north to Manumbar then southeast to Wootha, west to Mount Mellum and southeast back to Pelican Waters. 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 3000 1700	To	07 3035 9999	07 3511 2000	To	07 3513 6999
07 3109 1400	To	07 3109 1499	07 3550 7000	To	07 3551 3999
07 3131 0800	To	07 3131 4999	07 3621 0000	To	07 3637 6999
07 3204 3000	To	07 3216 5999	07 3667 6500	To	07 3667 6999
07 3243 5400	To	07 3267 9999	07 3817 5000	To	07 3817 9699
07 3285 0000	To	07 3298 9999	07 3828 9200	To	07 3869 8999

07 3320 5000	To	07 3335 6899	07 3881 0000	To	07 3909 2199
07 3350 0000	To	07 3385 7999	07 5343 9000	To	07 5343 9999
07 3400 0000	To	07 3410 9999	07 5390 3000	To	07 5390 3999
07 3425 0000	To	07 3430 9999	07 5413 6400	To	07 5439 9999
07 3478 4000	To	07 3500 9999	07 5490 0000	To	07 5499 4999

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 **13 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 **20160613-QLD-E-C-P-NORTHEAST BRISBANE**.

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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