

Customer Service Advice from Telstra

Severe Weather events impact service in the Brisbane and surrounding Southeast Coast District of Queensland.

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 Brisbane and Southeast Coast District of Queensland on or about Sunday 19 June 2016.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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 Early Warning Network at www.ewn.com.au. Heavy rain and damaging winds across the Southeast Coast district is detailed within this site for Sunday 19 June 2016, 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 2,700 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 10 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 Lytton following the coastline south past Wynnum to Wellington Point. From Wellington Point the area heads southwest to Capalaba, southeast to Mount Cotton then west to Goodna. The area turns northwest to Mt Nebo, northeast to Aspley and south to Spring Hill then northeast back to Lytton. 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 0100	To	07 3037 8999	07 3452 0000	To	07 3457 9999
07 3055 3100	To	07 3055 9999	07 3510 0000	To	07 3514 9999
07 3109 1000	To	07 3109 7599	07 3550 0000	To	07 3552 9999
07 3131 2100	To	07 3131 8999	07 3620 4300	To	07 3623 1199
07 3179 2100	To	07 3179 2299	07 3633 3100	To	07 3648 1099
07 3210 0049	To	07 3279 9999	07 3666 2100	To	07 3666 5899
07 3291 0100	To	07 3377 9999	07 3710 1000	To	07 3727 9999
07 3390 0000	To	07 3407 8999	07 3823 0000	To	07 3879 9999
07 3420 0000	To	07 3435 5999	07 3890 0000	To	07 3917 9999

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 **20 June 2016 to 10 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 **20160620-QLD-E-C-P-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) and in the White Pages® telephone directory.

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