

Customer Service Advice from Telstra

Severe Weather events impact service in South East 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 across the Hunter District of New South Wales on or about Saturday 4 June through to Monday 6 June and Adelaide Metropolitan region of South Australia on or about Thursday 23 June through to Friday 24 June.

Due to the effect of damage to the Telstra telecommunications network by destructive winds and heavy rainfall in those places, 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 in the directly affected areas, and across the Northeast Brisbane region due to the need to redeploy Telstra staff to the affected areas.

The details of effect of the extreme weather events were previously advised to affected customers in the Sydney Daily Telegraph on 10 June 2016 (reference 20160606-NSW-E-C-P-HUNTER AND CENTRAL TABLELANDS) and in the Adelaide Advertiser on 29 June 2016 (reference 20160624-SA-S-C-P-GREATER ADELAIDE), Telstra has claimed an exemption from compliance with time frames and performance standards in these areas required under the *Telecommunications (Customer Service Guarantee) Standard 2011*. Relevant notices are available on <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/>

Telstra apologises to any affected customers.

Telstra has identified that the effect of these circumstances may apply to approximately 1,050 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 17 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 Shorncliffe, heading south past Brisbane Airport to the Brisbane River. Following the Brisbane River the area turns south west towards the Brisbane CBD and then north west past Ashgrove to Everton Hills. The area then heads north to Albany Creek. From Albany Creek the area heads south west past Ferny Grove to Mt Nebo then north to Mt Glorious. From Mt Glorious the area heads north to Dayboro and then east to Oakey Flats and then south east past Dakabin returning to Shorncliffe. 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 0800	To	07 3035 9999	07 3421 2500	To	07 3435 5399
07 3055 5500	To	07 3055 6999	07 3452 9600	To	07 3456 0199
07 3066 0000	To	07 3070 9499	07 3480 0000	To	07 3514 6199
07 3109 0000	To	07 3109 7999	07 3550 7000	To	07 3552 9399

07 3131 0000	To	07 3131 6999	07 3608 6000	To	07 3608 6999
07 3204 3000	To	07 3270 8999	07 3620 0000	To	07 3667 6999
07 3285 0000	To	07 3336 3799	07 3716 3700	To	07 3725 1599
07 3346 4600	To	07 3407 9999	07 3817 5000	To	07 3909 6999

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 **3 July 2016 to 17 July** 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 **20160703-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) and in the White Pages® telephone directory.

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