

Customer Service Advice from Telstra

Severe Weather events impact service in the 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 Southeast Coast District of Queensland on or about Saturday 12 November 2016 through to Sunday 13 November 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 the Early Warning Network at <http://www.ewn.com.au/alerts/>. Large Hail, heavy rainfall and damaging winds are referred to within this site for Saturday 12 November 2016 through to Sunday 13 November 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 6,000 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 11 December 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 Teewah Beach following the coastline south past Caloundra, Brisbane Airport, Wynnum and Redland Bay to Woongoolba. From Woongoolba the area turns southwest to Wolffdene, northwest to New Beith then northeast to Chandler. The area turns northwest past The Gap to Mount Nebo, north past Mount Mee to Cedarton, northwest to Manumbar and southeast to Cooroy then northeast back to Teewah Beach. 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 3009 4000	To	07 3010 8899	07 3620 6500	To	07 3648 1099
07 3026 3800	To	07 3033 7299	07 3667 6000	To	07 3667 6999
07 3131 0800	To	07 3131 9999	07 3722 3000	To	07 3725 8699
07 3179 2100	To	07 3179 2299	07 3800 0000	To	07 3917 8999
07 3200 0000	To	07 3227 0999	07 5335 0000	To	07 5352 8999
07 3237 8700	To	07 3269 9999	07 5370 1000	To	07 5371 0999
07 3283 0000	To	07 3410 9999	07 5390 0000	To	07 5390 9999
07 3425 0000	To	07 3457 8599	07 5401 2000	To	07 5459 9999

07 3478 4000 **To** 07 3500 9999 07 5470 0000 **To** 07 5499 9999
07 3512 2800 **To** 07 3514 7899 07 5546 3000 **To** 07 5549 8999
07 3550 1000 **To** 07 3552 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 **14 November 2016** to **11 December 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 **20161114-QLD-E-C-P-SOUTHEAST COAST**.

Copies of this notice are available on our Internet site at <http://www.telstra.com.au/consumer-advice/customer-service/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.

® Registered Trade Mark of Telstra Corporation Limited.