

Customer Service Advice from Telstra

Severe Weather events impact service in the Southeast Coast District and part of the Wide Bay and Burnett 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 and part of the Wide Bay and Burnett District of Queensland on or about Saturday 3 December 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 rain and destructive winds are referred to within this site for Saturday 3 December 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 4,250 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 15 January 2017. 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 Noosa Heads, Caloundra and Beachmere to Deception Bay. From Deception Bay the area heads south to Chermside, southwest to The Gap then northwest past Mount Nebo to Anduramba. The area turns northeast to Manumbar, 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 3131 0800	To	07 3131 0999	07 3667 6500	To	07 3667 6999
07 3204 3000	To	07 3205 9999	07 3817 6000	To	07 3817 9699
07 3261 0000	To	07 3264 9999	07 3869 8000	To	07 3869 8999
07 3285 0000	To	07 3298 9999	07 3881 0000	To	07 3897 9999
07 3325 0000	To	07 3325 9999	07 5334 9000	To	07 5352 8999
07 3384 0000	To	07 3385 7999	07 5370 1000	To	07 5371 0999
07 3400 3000	To	07 3430 9999	07 5390 0000	To	07 5390 9999
07 3478 4000	To	07 3500 9999	07 5401 2000	To	07 5459 9999
07 3551 3000	To	07 3551 3999	07 5470 0000	To	07 5499 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 **5 December 2016** to **15 January 2017** 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 **20161205-QLD-E-C-P-SUNSHINE COAST AND SURROUNDING DISTRICTS**.

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.

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