

Customer Service Advice from Telstra

Severe Weather events impact service in the Northern Rivers, Mid North Coast and Northern Tablelands Districts and part of the North West Slopes and Plains District of New South Wales and parts of the Southeast Coast and Darling Downs and Granite Belt Districts 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 Northern Rivers, Mid North Coast and Northern Tablelands Districts and part of the North West Slopes and Plains District of New South Wales and parts of the Southeast Coast and Darling Downs and Granite Belt Districts of Queensland on or about Thursday 12 January 2017 and Saturday 14 January 2017 through to Sunday 15 January 2017.

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/>. Heavy rainfall, damaging winds and large hailstones are referred to within this site for Thursday 12 January 2017 and Saturday 14 January 2017 through to Sunday 15 January 2017; 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 8,500 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 19 February 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 is not limited to, the area starting at Woongoolba in Queensland following the coastline south past the Gold Coast, Tweed Heads, Coffs Harbour and Port Macquarie to Crowdy Head, then northwest past Comboyne to Yarrowitch. From Yarrowitch the area turns southwest to Nowendoc, west to Bowling Alley Point, southwest to Wallabadah and then northwest to Kapatour. The area heads northeast to North Star, northwest crossing the NSW/QLD border to South Talwood and then northeast to Moonie. From Moonie the area turns southeast to Inglewood, northeast past Allora and Harrisville to Slacks Creek then southeast to Bahrs Scrub and east back to Woongoolba. 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:

02 5524 0000	To	02 5525 5999	07 3800 0000	To	07 3809 9999
02 5620 0000	To	02 5622 8999	07 3826 4100	To	07 3826 4399
02 5712 9000	To	02 5712 9999	07 3884 2900	To	07 3884 8799

02 6538 1000	To	02 6538 3999	07 4594 4000	To	07 4594 4999
02 6556 6000	To	02 6569 9999	07 4619 1000	To	07 4619 1999
02 6580 0000	To	02 6604 9999	07 4650 9000	To	07 4695 0999
02 6618 0000	To	02 6701 9999	07 5410 0000	To	07 5410 5999
02 6720 0000	To	02 6739 9999	07 5460 6000	To	07 5469 9999
02 6755 2000	To	02 6786 1999	07 5500 1000	To	07 5599 9999
07 3200 0000	To	07 3200 1999	07 5618 6000	To	07 5618 7999
07 3290 8700	To	07 3297 7999	07 5644 2000	To	07 5644 7999
07 3380 0000	To	07 3386 9999	07 5656 0000	To	07 5665 5999
07 3441 1000	To	07 3441 8899	07 5689 1000	To	07 5689 1999
07 3498 6000	To	07 3498 6099			

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 **16 January 2017** to **19 February 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 **20170116-NSW-E-C-P-NORTHERN NSW AND SOUTHEAST QLD**.

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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