

# Customer Service Advice from Telstra

## Severe Weather events impact service in part of the Brisbane area.

As previously notified by Telstra on Friday 20 January 2017, Telstra's normal operations in part of Brisbane were affected by a series of severe weather events on or about Saturday 14 January 2017 through to Sunday 15 January 2017. Telstra's telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 26 February 2017.

Telstra has identified that the effect of these circumstances applies to an additional 500 services bringing the total number of services impacted to approximately 3,250 services. This number may increase as Telstra assesses the full affect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 26 February 2017. This date is indicative only; Telstra customers should anticipate that some further delays may occur. 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 Aspley heading southeast to Spring Hill, southwest to Indooroopilly, and northwest to Mount Nebo then northeast back to Aspley. All suburbs and towns 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 8500	To	07 3037 8999	07 3510 0000	To	07 3514 9999
07 3055 7000	To	07 3055 8999	07 3550 0000	To	07 3552 9999
07 3109 1000	To	07 3109 7599	07 3622 1200	To	07 3622 1299
07 3212 0700	To	07 3266 0299	07 3648 1000	To	07 3648 1099
07 3291 1700	To	07 3309 3699	07 3666 2100	To	07 3666 2199
07 3320 3000	To	07 3377 9999	07 3718 1000	To	07 3725 6399
07 3393 8600	To	07 3407 7699	07 3828 4000	To	07 3878 0899
07 3423 4000	To	07 3423 4099	07 3891 0200	To	07 3896 9899
07 3435 2800	To	07 3435 2899			

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2011*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **16 January 2017 to 26 February 2017** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

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-QLD-E-C-P-BRISBANE**.

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 you are still not satisfied with the outcome, you have the option to raise the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet ([www.tio.com.au](http://www.tio.com.au)) and in the White Pages® directory.

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