

# Customer Service Advice from Telstra

## **Severe Weather events impact service in part of Brisbane and surrounding 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 part of Brisbane and surrounding Southeast Coast District of Queensland on or about 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 rain and damaging winds are referred to within this site for 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 2,750 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 12 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 are not limited to, the area starting at Lytton following the coastline south past Wynnum and Cleveland to Victoria Point. From Victoria Point the area heads southwest to Slacks Creek, north to Mackenzie, and west to Salisbury then northwest to Mount Nebo. The area turns northeast to Aspley, south to Spring Hill then northeast back to Lytton. 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 2700	<b>To</b>	07 3037 8999	07 3510 0000	<b>To</b>	07 3514 9999
07 3055 7000	<b>To</b>	07 3055 9999	07 3550 0000	<b>To</b>	07 3552 9999
07 3109 1000	<b>To</b>	07 3109 7599	07 3620 4300	<b>To</b>	07 3623 1199
07 3131 1000	<b>To</b>	07 3131 9999	07 3633 3100	<b>To</b>	07 3648 1099
07 3179 2100	<b>To</b>	07 3179 2299	07 3666 2100	<b>To</b>	07 3666 2199
07 3207 0000	<b>To</b>	07 3407 8999	07 3710 8100	<b>To</b>	07 3727 7999
07 3421 0000	<b>To</b>	07 3457 8599	07 3801 0000	<b>To</b>	07 3806 5999
07 3479 0000	<b>To</b>	07 3489 2099	07 3820 0000	<b>To</b>	07 3917 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 **16 January 2017** to **12 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-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 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](http://www.tio.com.au)) and in the White Pages® telephone directory.

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