

# Customer Service Advice from Telstra

## **Severe Weather events impact service in Mackay and part of the Central Coast-Whitsundays District of Queensland.**

As previously notified by Telstra on Monday 20 February 2017, Telstra's normal operations in Mackay and part of the Central Coast-Whitsundays District of Queensland were affected by a series of severe weather events on or about Wednesday 15 February 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 March 2017.

Telstra has identified that the effect of these circumstances applies to an additional 250 services bringing the total number of services impacted to approximately 750 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 March 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 is not limited to, the area starting at St Helens Beach following the coastline south past Mackay to Dunnrock then southwest to Hazledean. From Hazledean the area heads northwest to Dalrymple Heights then northeast back to St Helens 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 4840 0000 | To | 07 4842 9999 | 07 4940 0000 | To | 07 4969 7999 |
| 07 4862 2000 | To | 07 4862 2999 | 07 4998 5000 | To | 07 4998 9999 |
| 07 4898 0000 | To | 07 4898 6999 |              |    |              |

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 **15 February 2017 to 26 March 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 **20170215-QLD-E-C-P-MACKAY AND SURROUNDING AREA**.

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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