

# Customer Service Advice from Telstra

## **Severe Weather events impact service in parts of the Capricornia, Wide Bay and Burnett, Darling Downs and Granite Belt, Maranoa and Warrego, and Central Highlands and Coalfields 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 parts of the Capricornia, Wide Bay and Burnett, Darling Downs and Granite Belt, Maranoa and Warrego, and Central Highlands and Coalfields Districts of Queensland on or about Tuesday 14 March 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 Bureau of Meteorology (BOM). Heavy rainfall, damaging winds and large hailstones are referred to in the BOM Severe Weather Warning issued for 14 March 2017 initially at 1:41 pm Tuesday, 14 March 2017, reference number IDQ20041; 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 650 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 16 April 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 not limited to, the area starting at Port Alma following the coastline past Gladstone to Turkey Beach then southwest to Boynedale. From Boynedale the area heads southeast past Dalga and New Moonta to Coalstoun Lakes, southwest to Monogorilby then south to Burra Burri. The area turns southwest to Goranba, west to Bindebango, north to Mungallala then northeast past Rolleston to the Blackdown Tableland National Park. From Blackdown Tableland National Park the area heads east to Dululu then northeast back to Port Alma. 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 4132 9000	To	07 4142 9999	07 4660 7000	To	07 4685 9999
07 4156 2000	To	07 4167 9999	07 4837 6000	To	07 4839 5999
07 4527 5000	To	07 4527 5999	07 4902 3000	To	07 4902 9999
07 4558 0000	To	07 4579 2999	07 4937 0000	To	07 4937 2999
07 4594 2000	To	07 4594 3999	07 4970 0000	To	07 4979 9999
07 4620 1000	To	07 4629 9999	07 4990 0000	To	07 4998 4999

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 March 2017** to **16 April 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 **20170316-QLD-E-C-P-GLADSTONE 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](http://www.tio.com.au)) and in the White Pages® telephone directory.

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