

Customer Service Advice from Telstra

Severe Weather events impact service in the Wide Bay and Burnett 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 the Wide Bay and Burnett district of Queensland on or about Saturday 18 March 2017 through to Monday 20 March 2017.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall and flash flooding, 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 and flash flooding are referred to within this site for Saturday 18 March 2017 through to Monday 20 March 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 2,360 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 23 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 are not limited to the area starting at at Rodds Bay, following the coastline south past Rainbow Beach to Pacific Paradise. From Pacific Paradise the area turns west to Bli Bli and then heads south west to Woombye. From Woombye the area continues south west to Mooloolah and then turns west to Maleny. From Maleny the area turns south west to Booroobin then turns north west to Conondale and Cambrook. From Cambrook, the area continues north west to Bella Creek and Widgee. From Widgee, the area heads north to Glen Echo and then turns north east to Calgoa. From Calgoa, the area heads north to Dallarnill and Gin Gin and then turns north west to Gindoran. From Gindoran the area heads north to Foreshores before turning east back to Rodds Bay. 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 4120 0000	To	07 4133 8999	07 5331 5000	To	07 5352 8999
07 4150 0000	To	07 4159 8999	07 5371 0000	To	07 5371 0999
07 4183 9000	To	07 4197 9999	07 5401 0000	To	07 5401 5999
07 4303 2000	To	07 4331 1999	07 5413 0000	To	07 5459 9999
07 4974 4000	To	07 4974 4999	07 5470 0000	To	07 5499 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 **20 March 2017 to 23 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 20170320-QLD-E-C-P-COOLUM BEACH 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 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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