

Customer Service Advice from Telstra

Severe Weather events impact service in 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 the **Southeast Coast District of Queensland** on or about Wednesday 15 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 Wednesday 15 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 5,580 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 30 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 Woongoolba, following the coastline south and crossing the New South Wales border to Pottsville. From Pottsville the area turns south west to Doon Doon and Horseshoe Creek. From Horseshoe Creek the area turns north west across the New South Wales border to Rathdowney, before turning south west to Palen Creek. From Palen Creek, the area turn north west to Moogerah and then turns north east to Aratula and Mutdapilly. From Mutdapilly the area turns east back to Woongoolba. 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:

02 6670 0000	To	02 6679 9999	07 3884 2000	To	07 3884 9999
07 3200 2000	To	07 3209 5999	07 5410 0000	To	07 5410 7999
07 3287 0000	To	07 3299 9999	07 5460 6000	To	07 5469 9999
07 3380 1000	To	07 3387 9999	07 5500 0000	To	07 5599 9999
07 3440 1000	To	07 3451 8999	07 5618 6000	To	07 5618 7999
07 3489 0000	To	07 3498 6999	07 5644 0000	To	07 5644 9999
07 3801 0700	To	07 3809 5999	07 5656 0000	To	07 5665 9999
07 3826 0000	To	07 3827 9999	07 5689 1000	To	07 5689 1999

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 30 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-GOLD COAST 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) and in the White Pages® telephone directory.

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