

# Customer Service Advice from Telstra

## **Staff Redeployment impact service in the Southeast Coast District of Queensland.**

Due to the effect of a series of heavy rainfall and flash flooding which have caused damage to the Telstra telecommunications network throughout widespread areas of Southeast Coast and Wide Bay and Burnett Districts of Queensland, there has been a significant increase in the number of Telstra services being reported as faulty in those regions.

Due to the extent and severity of these ongoing severe weather events, Telstra is redeploying a large number of staff from across Brisbane area to the affected regions. As a result, there will be delays to normal installation and repair activities in the Brisbane area as staff from this region are redeployed.

Telstra apologises to any affected customers.

Information as to the nature of the severe weather events, which included heavy rainfall and flash flooding, which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Saturday 18 March 2017 through to Monday 20 March 2017. Additionally these unusually severe weather events have been widely reported by most of the news media.

Telstra has identified that the effect of these circumstances may apply to approximately 1,731 services in the Brisbane area. 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 affected by this exemption are in the area bounded by and including, but not limited to, the area starting at Petrie, heading west to Samsonvale and then south west to Mount Glorious. From Mount Glorious, the area turns south to Mount Nebo and then heads south east to The Gap and then continuing to Toowong. From Toowong, the area crosses the Brisbane River and heads south east to Greenslopes, before heading north east to Seven Hills. From Seven Hills, the area crosses the Brisbane river north west to Paddington. From Paddington, the area continues north west to Ashgrove before heading north to Keperra. From Keperra, the area turns north east to Albany Creek and then turns south east to Aspley and Chermside. From Chermside the area turns east to Nudgee Beach and follows the coastline north to Shorncliffe. From Shorncliffe, the area turns north west to Bald Hills and then turns north to Petrie.

All suburbs, towns, off shore islands and coastal areas serviced by Telstra encompassed by these boundaries are included in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

07 3000 1700	<b>To</b>	07 3037 8999	07 3480 0000	<b>To</b>	07 3514 9999
07 3055 7000	<b>To</b>	07 3055 8999	07 3550 7000	<b>To</b>	07 3551 3999
07 3109 1000	<b>To</b>	07 3109 7599	07 3620 4300	<b>To</b>	07 3637 6999

07 3131 0800	To	07 3131 4999	07 3666 2100	To	07 3667 6999
07 3204 3000	To	07 3407 8799	07 3710 8100	To	07 3727 7999
07 3421 0000	To	07 3435 5999	07 3817 5000	To	07 3909 8799
07 3455 0000	To	07 3457 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 22 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 20170322-QLD-E-C-P-BRISBANE 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](http://www.tio.com.au)) and in the White Pages® telephone directory.

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