

# Customer Service Advice from Telstra

## **Natural Disaster events impact service in the Central Coast-Whitsundays District and parts of the Herbert and Lower Burdekin, Central Highlands and Coal Fields, and Capricornia Districts of Queensland.**

As previously notified by Telstra on Friday 31 March 2017, Telstra's normal operations in the Central Coast-Whitsundays District and parts of the Herbert and Lower Burdekin, Central Highlands and Coal Fields, and Capricornia Districts of Queensland were affected by Tropical Cyclone Debbie on or about Monday 27 March 2017 through to Tuesday 28 March 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 4 June 2017.

Telstra has identified that the effect of these circumstances applies to an additional 1,100 services bringing the total number of services impacted to approximately 21,100 services. This number may increase as Telstra assesses the full affect of this Natural Disaster. Based on current information, the resumption date of normal service operations is expected to be 4 June 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 Abbot Point following the coastline south past Bowen, Mackay, Sarina and Yeppoon to Port Alma. From Port Alma the area heads southwest to Raglan, west to Oakey Creek, then northwest past Jellinbah, Tieri and Lowestoff to Wolfgang. The area turns southwest past the Blair Athol State Forest to the Cudmore National Park, north to Laglan and then northeast to Mount Coolon. From Mount Coolon the area heads north to Dalbeg then northeast back to Abbot Point. 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 4417 0000	To	07 4417 0999	07 4862 2000	To	07 4862 9999
07 4720 4000	To	07 4720 9999	07 4884 2000	To	07 4885 8999
07 4756 3000	To	07 4761 4999	07 4898 0000	To	07 4898 9999
07 4780 7000	To	07 4793 3999	07 4912 0000	To	07 4969 9999
07 4816 7000	To	07 4816 7999	07 4981 2000	To	07 4999 4999
07 4835 2000	To	07 4848 7999			

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 **27 March 2017 to 4 June 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 **20170327-QLD-E-B-P-TROPICAL CYCLONE DEBBIE**.

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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