

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.

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a Natural Disaster in the Central Coast-Whitsundays District and parts of the Herbert and Lower Burdekin, Central Highlands and Coal Fields, and Capricornia Districts of Queensland on or about Monday 27 March 2017 through to Tuesday 28 March 2017.

Due to the effect of damage to the Telstra telecommunications network caused by Tropical Cyclone Debbie, 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Destructive winds, heavy rainfall and flash flooding are referred to in the BOM Tropical Cyclone Advice issued for Monday 27 March 2017 initially at 3:59 pm EST on Monday 27 March 2017, reference number IDQ20023; 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 20,000 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 extreme weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 7 May 2017. This date is indicative only, however, and may be subject to change once the full impact of the extreme 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 is not limited to, the area starting at Cungulla 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, northwest to Majors Creek then northeast back to Cungulla. 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 4720 2000	To	07 4720 9999	07 4862 2000	To	07 4862 2999
07 4752 4000	To	07 4761 4999	07 4884 2000	To	07 4885 8999
07 4780 7000	To	07 4793 3999	07 4898 0000	To	07 4898 6999
07 4816 7000	To	07 4816 7999	07 4912 0000	To	07 4969 9999
07 4835 2000	To	07 4846 9999	07 4981 2000	To	07 4999 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 **27 March 2017** to **7 May 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 **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 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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