

Customer Service Advice from Telstra.

Extreme Weather events impact service in part of the Southeast Coast District of Queensland.

As previously notified by Telstra on Tuesday 4 April 2017, Telstra's normal operations in part of the Southeast Coast District of Queensland were affected by a series of extreme weather events on or about Tuesday 28 March 2017 through to Thursday 30 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 21 May 2017.

Telstra has identified that the effect of these circumstances applies to an additional 750 services bringing the total number of services impacted to approximately 23,850 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 21 May 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 the Logan River mouth following the coastline south past Southport and Burleigh Heads to the QLD/NSW border. The area heads westerly following the border to the Nerang-Murwillumbah Rd then turns northwest to Illinbah. From Illinbah the area turns north to Wolffdene, northeast to Carbrook then southeast back to the Logan River mouth. 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 5500 0000	To	07 5598 9999	07 5656 2000	To	07 5665 9999
07 5609 9000	To	07 5618 5999	07 5689 1000	To	07 5689 1999
07 5644 0000	To	07 5645 8999			

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 **30 March 2017** to **21 May 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 **20170330-QLD-E-C-P-EX 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) and in the White Pages® directory.

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