

Customer Service Advice from Telstra

Extreme Weather events impact service in the Wide Bay and Burnett and Southeast Coast Districts and parts of the Central Highlands and Coalfields, Darling Downs and Granite Belt, and Capricornia Districts of Queensland.

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events in the Wide Bay and Burnett and Southeast Coast Districts and parts of the Central Highlands and Coalfields, Darling Downs and Granite Belt, and Capricornia Districts of Queensland on or about Tuesday 28 March 2017 through to Thursday 30 March 2017.

Due to the effect of damage to the Telstra telecommunications network by Ex 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 Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rain, flash flooding and damaging winds are referred to within this site for Tuesday 28 March 2017 through to Thursday 30 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 23,100 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 14 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 Port Alma following the coastline south past Gladstone, Hervey Bay and Brisbane to the QLD/NSW border. The area turns westerly and continues following the QLD/NSW border past Mount Lindesay to the Koreelah National Park, turning northwest to Clifton then west to Tummaville. From Tummaville the area heads southwest to Wyaga, northwest to Moonie, northeast past Brigalow to Burra Burri then northwest to Ghinghinda. The area turns west to the Carnarvon National Park, northwest to the Narrien Range National Park then northeast to Wolfgang. From Wolfgang the area heads southeast to Jellinbah, east to Balcomba, and southeast to Oakey Creek then northeast back to Port Alma. 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 3000 0100	To	07 3037 8999	07 4612 0400	To	07 4619 8999
07 3055 3100	To	07 3055 9999	07 4630 8000	To	07 4639 8699
07 3066 0000	To	07 3070 9499	07 4659 0000	To	07 4699 9999
07 3109 0000	To	07 3109 7999	07 4835 0000	To	07 4847 2999

07 3131 0000	To	07 3131 9999	07 4884 0000	To	07 4884 9999
07 3179 2100	To	07 3179 2299	07 4902 0000	To	07 4913 2999
07 3200 0000	To	07 3457 9999	07 4925 6000	To	07 4937 2999
07 3470 0000	To	07 3514 9999	07 4970 0000	To	07 4998 4999
07 3550 0000	To	07 3552 9999	07 5331 5000	To	07 5352 8999
07 3608 6000	To	07 3608 6999	07 5370 1000	To	07 5371 0999
07 3620 0000	To	07 3667 6999	07 5390 0000	To	07 5390 9999
07 3710 0000	To	07 3727 9999	07 5401 2000	To	07 5598 9999
07 3800 0000	To	07 3917 9999	07 5618 2000	To	07 5618 7999
07 4120 0000	To	07 4199 7999	07 5644 0000	To	07 5644 9999
07 4303 2000	To	07 4331 1999	07 5656 0000	To	07 5665 9999
07 4567 8000	To	07 4577 9999	07 5689 1000	To	07 5689 1999
07 4596 9000	To	07 4596 9999			

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 **30 March 2017** to **14 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 **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 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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