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 Ginghamhda. The area turns west to the Carnarvon National Park, northwest to the Narrien Range National Park then northeast to Wolfang. From Wolfang 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
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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