

Customer Service Advice from Telstra

Gold Coast Commonwealth Games 2018 impacts service in and around Gold Coast area of Queensland.

Telstra is working to manage the significant impact to Telstra service delivery due to the Gold Coast Commonwealth Games, in and around the Gold Coast area of Queensland from Tuesday 3 April 2018 through to Wednesday 18 April 2018.

Access to the immediate area and surrounding suburbs is expected to be restricted due to the many road closures surrounding the Commonwealth Games Precinct, and the resulting congestion on other arterial roads providing access to the area. This is expected to severely restrict normal access and activity in those areas.

As a result, some disruption to service delivery and delays to normal installation and repair activities is expected during the event and for a short time after, while any resulting backlog of requests is resolved.

Telstra apologises to any affected customers.

Information about the extent of the road closures can be sourced from the Games advice site <https://www.getsetforthegames.com>. This information was also expected to be widely reported in the news media.

Telstra has identified that the effect of these circumstances may apply to approximately 1,100 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 Gold Coast Commonwealth Games. Based on current information, the resumption date of Telstra's normal service operations is expected to be 18 April 2018. This date is indicative only, however, and may be subject to change once the full impact of the event 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 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 Piggabeen Road turning northwest to Bodalla Park, north to Reedy Creek then northwest to Mudgeeraba. From Mudgeeraba the area continues northwest to Mount Nathan and north to Ormeau then northeast 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 5644 0000	To	07 5665 9999
07 5609 9000	To	07 5618 5999	07 5689 1000	To	07 5689 1999

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 **3 April 2018** to **18 April 2018** 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.

For any questions about your service, the CSG exemption or to ask us to reconsider whether the circumstances are a proper basis for claiming the exemption, please call anytime on 132203* for service difficulties and faults or 132200* for sales, installations and billing. When calling please quote reference number **20180403-QLD-E-E-P-COMMONWEALTH GAMES**. If our response doesn't satisfy you, then you may wish to contact the Telecommunications Industry Ombudsman (TIO).

Further information and 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 the Telstra number mentioned above.

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