

# CUSTOMER SERVICE ADVICE FROM TELSTRA

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

As previously notified by Telstra on Saturday 28 February 2015, Telstra's normal operations in the Southeast Coast District of Queensland were affected by a series of extreme weather events on or about Thursday 19 February 2015 through to Sunday 22 February 2015. 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 10 May 2015.

Telstra has identified that the effect of these circumstances applies to an additional 10,500 services bringing the total number of services impacted to approximately 24,000 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 10 May 2015. 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 are not limited to, the area starting at Beachmere following the coastline south past Redcliffe, Brisbane Airport and Wynnum to the Logan River. Following the river, the area heads northwest past Cornubia to Drewvale and southwest past New Beith and Warrill View to Pilton. The area then turns north past Helidon to Ravensbourne, east to Mount Glorious and then northeast back to Beachmere. 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 3608 6000 To 07 3608 6999
07 3055 3100 To 07 3055 9999	07 3620 0000 To 07 3667 6999
07 3066 0000 To 07 3070 9499	07 3710 0000 To 07 3727 9999
07 3109 0000 To 07 3109 7999	07 3801 0000 To 07 3917 9999
07 3131 0000 To 07 3131 9999	07 5321 0000 To 07 5322 8999
07 3179 2100 To 07 3179 2299	07 5361 0000 To 07 5362 9999
07 3201 0000 To 07 3457 9999	07 5410 6000 To 07 5427 9999
07 3470 0000 To 07 3514 9999	07 5460 0000 To 07 5468 9999
07 3550 0000 To 07 3552 9999	

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 **23 February 2015 to 10 May 2015** 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 **20150223-QLD-E-C-P-BRISBANE AND SURROUNDING DISTRICTS**.

Copies of this notice are available on our Internet site at <http://telstra.com.au/abouttelstra/commitments/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](http://www.tio.com.au)) and in the White Pages® directory.



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