

Customer Service Advice from Telstra

Delay due to severe weather in the Wide Bay and Burnett District and part of the Southeast Coast District of Queensland.

As previously notified by Telstra on Thursday 19 October 2017, the Wide Bay and Burnett District and part of the Southeast Coast District of Queensland was impacted by severe weather on or about Saturday 14 October 2017 through to Tuesday 17 October 2017. This event resulted in extensive damage to Telstra's telecommunications network. 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 3 December 2017.

The effect of these circumstances applies to an additional 650 services bringing the total number of services impacted to approximately 2,450 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 3 December 2017.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Turkey Beach following the coastline south past Agnes Water, Bundaberg, Hervey Bay and Rainbow Beach to Double Island Point. From Double Island Point the area heads southwest to Ninderry, southeast to Bli Bli, and southwest to Landsborough then west to Wootha. The area turns northwest to Kingaham, north to Widgee then northwest to Coalstoun Lakes. The area continues northwest past Mt Perry to Lake Awoonga, then east back to Turkey Beach. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

How will this affect you?

Unfortunately your service may be affected and we may take longer than normal to fix telephone services or complete connections. Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

07 4120 0000	To	07 4133 9999	07 4970 5000	To	07 4974 9999
07 4150 0000	To	07 4167 8899	07 5331 5000	To	07 5341 9999
07 4183 9000	To	07 4199 7999	07 5401 0000	To	07 5401 9999
07 4303 2000	To	07 4303 4999	07 5413 0000	To	07 5456 3699
07 4324 8000	To	07 4331 8999	07 5470 4000	To	07 5499 9999
07 4902 0000	To	07 4902 7999			

We anticipate that the majority of services will be restored by 3 December 2017. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

We're sorry for any inconvenience this delay may cause but we can assure you we are working hard to get things back on track.

What else do you need to know?

Information as to the nature of the severe weather events can be sourced from the Early Warning Network at <http://www.ewn.com.au/alerts/>. Very heavy rainfall, thunderstorms and flash flooding are referred to within this site for Saturday 14 October 2017 through to

Tuesday 17 October 2017. Additionally these unusually severe weather events have been widely reported by most of the news media.

Due to this event, we're claiming an exemption under section 21 of the *Telecommunications (Customer Service Guarantee) Standard 2011*, including an exemption from the payment of compensation between **17 October 2017** to **3 December 2017** inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

Need more information?

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 **20171017-QLD-E-C-P-WIDE BAY AND BURNETT AND SOUTHEAST COAST**. 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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