

# 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.**

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.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,800 Telstra services are impacted in the area bounded by and including, but 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, southwest to Bullcamp and south to the Deongwar State Forest then northwest to Evergreen. From Evergreen the area continues northwest to Boondooma, northeast past Windera to Boobyjan then north to Coalstoun Lakes. The area then turns 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 4902 0000	To	07 4902 7999
07 4150 0000	To	07 4199 7999	07 4970 5000	To	07 4974 9999
07 4303 2000	To	07 4303 4999	07 5331 5000	To	07 5344 9999
07 4324 8000	To	07 4331 8999	07 5401 0000	To	07 5401 9999
07 4612 5000	To	07 4612 5999	07 5413 0000	To	07 5456 3699
07 4692 6000	To	07 4698 8299	07 5470 4000	To	07 5499 9999

We anticipate that the majority of services will be restored by 19 November 2017. 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 these 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; all of which were widely reported in the news media after the events.

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 19 November 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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