

Customer Service Advice from Telstra

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

Parts of the Wide Bay and Burnett District of Queensland was impacted by severe weather on or about Sunday 3 December 2017 through to Monday 4 December 2017.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,000 of Telstra services 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 and Hervey Bay to Tin Can Bay. From Tin Can Bay the area turns west to Boobyjan and northeast 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 4324 8000	To	07 4331 8999
07 4150 0000	To	07 4167 8899	07 4902 0000	To	07 4902 7999
07 4183 9000	To	07 4199 7999	07 4970 5000	To	07 4974 9999
07 4303 2000	To	07 4303 4999	07 5484 2000	To	07 5488 7999

We anticipate that the majority of services will be restored by 7 January 2018. 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 Bureau of Meteorology (BOM). Heavy rainfall and large hailstones are referred to in the BOM Severe Weather Warning issued for 3 December 2017 initially at 3:12 pm Sunday, 3 December 2017, reference number IDQ21033; 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 **4 December 2017 to 7 January 2018** 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 **20171204-QLD-E-A-P-MARYBOROUGH AND SURROUNDING DISTRICT**. 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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