

# Customer Service Advice from Telstra

## **Delay due to severe weather events in parts of the Southeast Coast and Wide Bay and Burnett Districts of Queensland.**

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

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,300 of Telstra services in the area bounded by and including, but not limited to, the area starting at Tin Can Bay following the coastline south past Noosa Heads to Twin Waters. From Twin Waters the area heads southwest to Landsborough, west to Boorobin then northwest to Manumbar. The area heads northeast past Woolooga to Glen Echo then turns east back to Tin Can Bay. 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 5331 5000 | To | 07 5353 4999 | 07 5413 0000 | To | 07 5459 9999 |
| 07 5371 0000 | To | 07 5373 9999 | 07 5470 0000 | To | 07 5499 9999 |
| 07 5401 0000 | To | 07 5401 9999 |              |    |              |

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-SUNSHINE COAST AND SURROUNDING DISTRICTS**. If our response doesn't satisfy you, then you may wish to contact the Telecommunications Industry Ombudsman (TIO).

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