

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the Capricornia District and part of the Central Highlands and Coalfields District of Queensland.**

The Capricornia District and part of the Central Highlands and Coalfields District of Queensland was impacted by severe weather on or about Monday 1 January 2018 through to Tuesday 2 January 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,150 of Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Stanage following the coastline south past Yeppoon and Gladstone to Turkey Beach. From Turkey Beach the area heads west to Lake Awoonga, southeast to Yarrol, and southwest to the Rockybar State Forest then northwest to Arcadia Valley. The area then heads northeast past Woorabinda to Boolburra, northwest to Lotus Creek then northeast back to Stanage. 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 4160 1000	<b>To</b>	07 4167 9999	07 4898 4000	<b>To</b>	07 4939 9999
07 4835 3000	<b>To</b>	07 4848 9999	07 4956 9000	<b>To</b>	07 4999 4999

We anticipate that the majority of services will be restored by 11 February 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). Damaging winds, large hailstones and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 1 January 2018 initially at 3:54 pm Monday, 1 January 2018, 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 **3 January 2018 to 11 February 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 **20180103-QLD-E-C-P-CAPRICORNIA DISTRICT**. If our response doesn't satisfy you, then you may wish to contact the Telecommunications Industry Ombudsman (TIO).

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