

# Customer Service Advice from Telstra

## **Delay due to severe weather in parts of the Wide Bay and Burnett and Darling Downs and Granite Belt Districts of Queensland.**

As previously notified by Telstra on Monday 8 January 2018 the Wide Bay and Burnett and Darling Downs and Granite Belt Districts of Queensland were impacted by severe weather on or about Sunday 31 December 2017 through to Wednesday 3 January 2018. 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 25 February 2018.

The effect of these circumstances applies to an additional 150 services bringing the total number of services impacted to approximately 3,150 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 25 February 2018. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Boobyjan heading east to Woolooga, southwest past Manumbar to Bullcamp then southeast to Biarra. From Biarra the area turns southwest to Haden, south to Wellcamp, then southwest to Condamine Farms. The area heads north to Kumbarilla, northeast to Monogorilby then east back to Boobyjan. All suburbs and towns 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 0000	<b>To</b>	07 4189 9999	07 4660 0000	<b>To</b>	07 4679 9999
07 4565 4000	<b>To</b>	07 4577 9999	07 4691 1000	<b>To</b>	07 4698 8299
07 4596 8000	<b>To</b>	07 4596 9999	07 5344 9000	<b>To</b>	07 5344 9999
07 4612 5000	<b>To</b>	07 4619 5999	07 5484 1000	<b>To</b>	07 5487 3999

We anticipate that the majority of services will be restored by 25 February 2018. 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, which included destructive winds, large hailstones and heavy rainfall which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Sunday 31 December 2017 through to Wednesday 3 January 2018. 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 **3 January 2018** to **25 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-WIDE BAY AND DARLING DOWNS**. 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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