

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the Wide Bay and Burnett, and Darling Downs and Granite Belt Districts and part of the Southeast Coast District of Queensland.**

The Wide Bay and Burnett, and Darling Downs and Granite Belt Districts and part of the Southeast Coast District of Queensland were impacted by severe weather on or about Sunday 31 December 2017 through to Wednesday 3 January 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 3,000 of 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 Noosa Heads to the Maroochy River. From the Maroochy River the area heads southwest to Landsborough, west to Wootha, northwest to Kingaham, then southwest to Bullcamp. The area then heads south to the Deongwar State Forest, northwest to Evergreen, south to Southbrook, and west to Condamine Plains then northwest to Ducklo. From Ducklo the area heads north to Warra, northeast to Boondooma, then northwest past Monogorilby to the Rockybar State Forest. The area then heads northeast to Yarrol, northwest 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 4199 7999	07 4902 0000	To	07 4902 7999
07 4303 2000	To	07 4303 4999	07 4970 5000	To	07 4974 9999
07 4324 8000	To	07 4331 8999	07 5331 5000	To	07 5353 4999
07 4565 4000	To	07 4577 9999	07 5371 0000	To	07 5373 9999
07 4596 8000	To	07 4596 9999	07 5401 0000	To	07 5401 9999
07 4612 5000	To	07 4619 5999	07 5413 0000	To	07 5459 9999
07 4660 0000	To	07 4679 9999	07 5470 0000	To	07 5499 9999
07 4691 1000	To	07 4698 8299			

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). Destructive winds, large hailstones and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 31 December 2017 initially at 4:29 pm Sunday, 31 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 **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-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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