

Customer Service Advice from Telstra

Delay due to severe weather events in the North Tropical Coast and Tablelands District of Queensland.

The North Tropical Coast and Tablelands District of Queensland was impacted by severe weather on or about Sunday 4 February 2018 through to Monday 5 February 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 800 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Cape Bedford following the coast south past Cooktown, Cairns and Innisfail to Cardwell. From Cardwell the area heads northwest past Carruchan to the Girringun National Park, north to Mamu, and southwest to Gunnawarra then northwest to Petford. The area then heads northeast to Arriga, northwest to Laura and northeast back to Cape Bedford. 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 4030 2000 **To** 07 4099 9999 07 4232 6000 **To** 07 4232 9999
07 4212 8000 **To** 07 4216 9999

We anticipate that the majority of services will be restored by 4 March 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 flash flooding are referred to in the BOM Severe Weather Warning issued for 4 February 2018 initially at 3:26 am Sunday, 4 February 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 **6 February 2018** to **4 March 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 **20180206-QLD-E-C-P-NORTH TROPICAL COAST AND TABLELANDS**. 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
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