

Customer Service Advice from Telstra

Delay due to severe weather events in Brisbane and surrounding Southeast Coast District of Queensland.

Brisbane and the surrounding Southeast Coast District of Queensland was impacted by severe weather on or about Sunday 11 February 2018 and Tuesday 13 February 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 4,750 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Shorncliffe following the coastline south past Cleveland and Surfers Paradise to Tugun. From Tugun the area heads south to the QLD/NSW border and follows the border westerly past Mount Lindesay to The Head. The area turns northeast past Clumber to Rosewood, north to Lake Wivenhoe then northeast to Dayboro. From Dayboro the area turns southeast past Kallangur to Griffin, south to the Tinchi Tamba Wetlands Reserve then southeast back to Shorncliffe. 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 3000 1200	To	07 3037 3999	07 3666 2100	To	07 3667 6999
07 3055 3700	To	07 3055 9999	07 3700 4000	To	07 3728 4999
07 3080 4000	To	07 3086 8999	07 3801 0000	To	07 3918 2999
07 3109 1500	To	07 3109 6999	07 5322 8400	To	07 5322 8999
07 3131 0800	To	07 3131 8999	07 5410 0000	To	07 5410 8999
07 3179 2100	To	07 3179 2299	07 5460 6000	To	07 5469 9999
07 3200 0000	To	07 3457 8599	07 5500 0000	To	07 5598 8999
07 3479 0000	To	07 3514 9999	07 5609 9500	To	07 5618 7999
07 3550 0000	To	07 3552 3999	07 5644 0000	To	07 5665 9999
07 3620 4300	To	07 3648 7999	07 5689 1000	To	07 5689 1999

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). Damaging winds and large hailstones are referred to in the BOM Severe Weather Warning issued for 11 February 2018 initially at 5:03 pm Sunday, 11 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 **12 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 **20180212-QLD-E-C-P-BRISBANE AND SURROUNDING DISTRICT**. 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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