

# Customer Service Advice from Telstra

## **Delay due to severe weather events in Central Highlands and Coalfields and parts of the Northern Goldfields and Upper Flinders, Capricornia and Wide Bay and Burnett Districts.**

The Central Highlands and Coalfields and parts of the Northern Goldfields and Upper Flinders, Capricornia and Wide Bay and Burnett Districts of Queensland were impacted by severe weather on or about Tuesday 20 February 2018 through to Wednesday 21 February 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 750 of Telstra services in the area bounded by and including, but not limited to, the area starting at Woodgate following the coastline south to Tin Can Bay. From Tin Can Bay the area heads west to Monogorilby, northwest to Theodore, west to the Carnarvon National Park, then northwest to Willows. At Willows the area continues northwest to Epping Forest National Park, west to Galilee, and northwest to Tangorin, continuing west to Kynuna. From Kynuna the area heads northwest to Taldora, northeast to Croydon and shifts southeast to Bellfield. From Bellfield the area heads northeast past Einasleigh to Minnamoolka, where the area turns southeast past Reid River, Millaroo, Mount Wyatt onto Wagoora. From Wagoora the area travels southwest to Broken River then southeast past Septimus and Carmila then south to Mount Gardiner. From Mount Gardiner, the area travels southwest to Bluff, Bluff heads east past Mount Morgan, and then southwest past Ubobo to Coalstoun Lakes. From Coalstoun Lakes the area turns northeast towards the coastline back to Woodgate. 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 4167 5999	07 4816 7000	To	07 4816 7999
07 4183 9000	To	07 4197 9999	07 4835 0000	To	07 4847 9999
07 4303 2000	To	07 4303 4999	07 4884 0000	To	07 4886 1999
07 4324 8000	To	07 4331 4999	07 4898 3000	To	07 4898 3999
07 4651 3000	To	07 4651 3599	07 4925 6000	To	07 4925 6999
07 4741 0000	To	07 4741 9999	07 4935 7000	To	07 4998 4999
07 4752 0000	To	07 4770 6099	07 5488 0300	To	07 5488 0799
07 4787 0000	To	07 4793 1999			

We anticipate that the majority of services will be restored by 18 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 20 February 2018 initially at 7:55am Tuesday 20 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 **22 February 2018** to **18 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 **20180222-QLD-E-C-P-CENTRAL HIGHLANDS AND SURROUNDING DISTRICTS**. 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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