

# Customer Service Advice from Telstra

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

The Darling Downs and Granite Belts and Wide Bay and Burnett Districts of Queensland were impacted by severe weather on or about Saturday 24 February 2018 through to Sunday 25 February 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 150 of Telstra services in the area bounded by and including, but 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	To	07 4173 2999	07 4662 0100	To	07 4679 2499
07 4189 9000	To	07 4189 9999	07 4691 1000	To	07 4698 4999
07 4565 4000	To	07 4577 9999	07 5344 9000	To	07 5344 9999
07 4613 1900	To	07 4619 5999	07 5484 1000	To	07 5487 3999

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 24 February 2018 initially at 7:33pm Saturday 24 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 **26 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 **20180226-QLD-E-C-P-DARLING DOWNS AND WIDE BAY BURNETT 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.

® Registered Trade Mark of Telstra Corporation Limited.