Customer Service Advice from Telstra

Delay due to severe weather in the Southeast Coast District and part of the Wide Bay and Burnett District of Queensland and the Northern Rivers District of New South Wales.

The Southeast Coast District and part of the Wide Bay and Burnett District of Queensland and the Northern Rivers District of New South Wales were impacted by severe weather on or about Friday 23 February 2018 through to Tuesday 27 February 2018. This event resulted in extensive damage to Telstra's telecommunications network.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 16,000 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Tin Can Bay and following the QLD coastline south past Noosa Heads, Brisbane, Gold Coast and crossing the QLD/NSW border past Byron Bay and Evans Head to Moonee Beach. From Moonee Beach the area turns west to the Mount Hyland Nature Reserve, north to Baryulgil, and northeast to Eden Creek then southwest to Paddys Flat. The area heads northwest past Cullendore to the NSW/QLD border and follows the border easterly to the Koreelah National Park then turns northeast to Tarome. From Tarome the area heads northwest past Junction View to Rockmount, northeast to Biarra, and northwest to Taromeo then north to Bullcamp. The area turns northeast to Manumbar, north Woolooga, and northeast to Gundiah then southeast back to Tin Can Bay. 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:

02 5620 0000	**To**	02 5620 4999	07 3550 0000	**To**	07 3552 9999
02 6603 0000	**To**	02 6604 9999	07 3601 0300	**To**	07 3608 6999
02 6618 0000	**To**	02 6690 7999	07 3620 0000	**To**	07 3667 6999
07 3000 1100	**To**	07 3037 4099	07 3700 4000	**To**	07 3728 4999
07 3055 3100	**To**	07 3055 6999	07 3800 0000	**To**	07 3918 4999
07 3070 0000	**To**	07 3086 9999	07 5321 0000	**To**	07 5373 4999
07 3109 0000	**To**	07 3109 7999	07 5390 0000	**To**	07 5390 8999
07 3131 0000	**To**	07 3131 9999	07 5401 2000	**To**	07 5618 7999
07 3179 2100	**To**	07 3179 2299	07 5644 0000	**To**	07 5665 9999
07 3200 0000	**To**	07 3457 9999	07 5689 1000	**To**	07 5689 1999
07 3470 0000	**To**	07 3514 9999			

We anticipate that the majority of services will be restored by 1 April 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 Early Warning Network at http://www.ewn.com.au/alerts/. Very heavy rainfall is referred to within this site for Friday 23 February 2018 through to Tuesday 27 February 2018; 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 **1 April 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-SE QLD AND NORTHERN RIVERS NSW**. 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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