

Customer Service Advice from Telstra

Delay due to severe weather in parts of the Herbert and Lower Burdekin District of Queensland.

As previously notified by Telstra on Tuesday 6 March 2018, the Herbert and Lower Burdekin District of Queensland was impacted by severe weather on or about Friday 23 February 2018 through Saturday 24 February 2018 and again on Wednesday 28 February 2018 through Thursday 1 March 2018. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 8 April 2018.

The effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 800 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 8 April 2018.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Cardwell following the coastline south past Lucinda to Toomulla then southwest to Clemant. From Clemant the area turns northwest past Paluma to Wairuna then northeast back to Cardwell. 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 4720 3000 **To** 07 4720 3999 07 4752 7000 **To** 07 4798 9999

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/>. Heavy rainfall is referred to within this site for Friday 23 February 2018 through Saturday 24 February 2018 and again on Wednesday 28 February 2018 through Thursday 1 March 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 **28 February 2018 to 8 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 **20180228-QLD-E-C-P-HERBERT AND LOWER BURDEKIN**. 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.