

Customer Service Advice from Telstra

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

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. These events 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 700 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Cardwell following the coastline south past Ingham, Townsville and Ayr to Abbot Point. From Abbot Point the area heads southwest to the Mount Aberdeen National Park then west to Dalbeg. The area turns northeast past Reid River and Hervey Range to Paluma, northwest 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 4409 9000	To	07 4431 2999	07 4741 5100	To	07 4799 9999
07 4720 0000	To	07 4729 9999			

We anticipate that the majority of services will be restored by 25 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 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 25 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 **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).

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