

Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Northern Goldfields and Upper Flinders and North West Districts of Queensland.

Parts of the Northern Goldfields and Upper Flinders and North West Districts of Queensland were impacted by severe weather on or about Saturday 3 March 2018 through to Monday 5 March 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 of Telstra services in the area bounded by and including, but not limited to, the area starting at Gidya heading northeast to Croydon, south to Maxwellton, southeast past Stamford and Tangorin to Belyando. From Belyando, the area continues southeast to Willows then heads southwest to Augathella, and then west past Windorah and Munga-Thirri National Park to the Queensland/Northern Territory border. The area turns north following the border past Alpururulam to the Barkly Highway (A2) then heads northeast back to Gidya. 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 4437 0000	To	07 4442 7999	07 4740 0000	To	07 4749 9999
07 4563 9000	To	07 4569 9999	07 4762 0000	To	07 4777 4599
07 4621 6000	To	07 4621 7999	07 4884 7000	To	07 4884 7999
07 4650 1000	To	07 4658 9999	07 4981 9000	To	07 4987 0999

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 Bureau of Meteorology (BOM). Heavy rainfall, flash flooding and damaging winds are referred to in the BOM Severe Weather Warning issued for 3 March 2018 initially at 11:10 am Saturday, 3 March 2018, reference number IDQ21037; 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 **5 March 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 **20180305-QLD-E-C-P-NORTH**

WEST QUEENSLAND. 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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