

# Customer Service Advice from Telstra

## **Delay due to severe weather events in parts of the Maranoa and Warrego, and Darling Downs and Granite Belt Districts of Queensland.**

Parts of the Maranoa and Warrego, and Darling Downs and Granite Belt Districts of Queensland were impacted by severe weather on or about Saturday 3 March 2018 through to Sunday 4 March 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 250 of Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Robinson Gorge heading southeast to Monogorilby, south to Jandowae then southwest past Moonie, Lundavra and Bungunya to the QLD/NSW border. The area follows the border westerly past Mungindi to the Castlereagh Hwy (A55) and then turns northwest to Nebine. From Nebine the area heads northeast past Mungallala to Mount Moffat then southeast back to Robinson Gorge. 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 4527 5000	To	07 4527 5999	07 4620 1000	To	07 4629 9999
07 4558 0000	To	07 4579 9999	07 4655 2500	To	07 4693 0199
07 4594 2000	To	07 4596 7999			

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). Damaging winds and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 3 March 2018 initially at 2:52 pm Saturday, 3 March 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 **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-ROMA AND SURROUNDING 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.

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