

Customer Service Advice from Telstra

Delay due to severe weather events in North Tropical Coast and Tablelands, and Herbert and Lower Burdekin Districts and part of the Northern Goldfields and Upper Flinders District of Queensland.

The North Tropical Coast and Tablelands, and Herbert and Lower Burdekin Districts and part of the Northern Goldfields and Upper Flinders District of Queensland were impacted by severe weather caused by Ex-Tropical Cyclone Nora on or about Sunday 25 March 2018 through to Tuesday 27 March 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 2,100 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at the Elim Beach Campground, following the QLD coastline south past Cairns, Lucinda, Townsville and Ayr to Abbot Point then southwest to Mount Wyatt. From Mount Wyatt the area turns northeast past Crimea to Wairuna, southwest to Bellfield then northwest to Croydon. The area heads northeast to Groganville, north to Laura then northeast back to the Elim Beach Campground. 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 4030 0000 | To | 07 4099 9999 | 07 4409 9000 | To | 07 4431 2999 |
| 07 4212 8000 | To | 07 4216 9999 | 07 4720 0000 | To | 07 4729 9999 |
| 07 4232 1000 | To | 07 4232 9999 | 07 4741 5100 | To | 07 4799 9999 |

We anticipate that the majority of services will be restored by 29 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 is referred to in the BOM Severe Weather Warning issued for 25 March 2018 initially at 2:52 pm Sunday, 25 March 2018, reference number ID 21033; all of which was 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 **27 March 2018 to 29 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 **20180327-QLD-E-C-P-FAR**

NORTH 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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