

# Customer Service Advice from Telstra

## **Delay due to extreme weather events in the Peninsula and Gulf Country Districts of Queensland.**

The Peninsula and Gulf Country Districts of Queensland was impacted by extreme weather caused by Tropical Cyclone Nora on or about Friday 23 March 2018 through to Sunday 25 March 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Cape York following the Queensland coastline to the Elim Beach Campground then southwest to Mount Mulgrave. From Mount Mulgrave the area heads south to Bulleringa, southwest to Abingdon Downs then southwest to Bellfield. The area turns west past Four Ways and Gidya to QLD/NT border, following the border north to the Gulf of Carpentaria and continues following the coastline easterly back to Cape York. 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 6000 | To | 07 4031 0699 | 07 4238 9000 | To | 07 4238 9999 |
| 07 4048 6000 | To | 07 4069 9999 | 07 4442 3000 | To | 07 4448 2999 |
| 07 4082 3000 | To | 07 4094 7199 | 07 4742 9000 | To | 07 4749 3599 |
| 07 4212 0000 | To | 07 4220 6999 | 07 4762 6000 | To | 07 4769 8999 |

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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Gales and heavy rain are referred to in the BOM Severe Weather Warning issued 23 March 2018 initially at 5:40pm AEST, for 23 March 2018, reference number IDD20150; 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 **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-B-P-**

**TROPICAL CYCLONE NORA.** 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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