

Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Wide Bay and Burnett, and Southeast Coast Districts of Queensland.

As previously notified by Telstra on 12 October 2018, parts of the Wide Bay and Burnett, and Southeast Coast Districts of Queensland was impacted by severe weather on or about Sunday 7 October 2018 through to Monday 8 October 2018. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 18 November 2018.

The effect of these circumstances applies to an additional 500 services bringing the total number of services impacted to approximately 1,100 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 18 November 2018. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Cooroy Mountain heading southeast to Verrierdale, south to Glenview and southeast to Bells Creek then southwest to Dayboro. From Dayboro the area turns west past Biarra to Glenaven, northwest to Boyneside then northeast to Boobyjan. The area turns east to Mudlo, southeast to upper Glastonbury, and east to Kybong then southeast back to Cooroy Mountain. 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 3400 4000	To	07 3400 5999	07 4692 6000	To	07 4698 8299
07 3425 0000	To	07 3425 9999	07 5341 9000	To	07 5352 8499
07 4160 0000	To	07 4179 7999	07 5413 0000	To	07 5459 9999
07 4189 9000	To	07 4189 9999	07 5470 5000	To	07 5499 9999
07 4612 5000	To	07 4612 5999			

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 the severe weather events which occurred in the affected regions can be sourced from the Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rainfall, damaging wind and large hail are referred to within this site for Sunday 7 October 2018 through to Monday 8 October 2018; additionally, these unusually severe weather events have been widely reported by most of the news media.

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 **8 October 2018** to **18 November 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 **20181008-QLD-E-C-P-SOUTH BURNETT 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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