

# Customer Service Advice from Telstra

## **Delay due to severe weather in parts of the Southeast Coast District of Queensland.**

Parts of the Southeast Coast District of Queensland was impacted by severe weather on or about Saturday 13 October 2018 through to Tuesday 16 October 2018. This event resulted in extensive damage to Telstra's telecommunications network.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 5,000 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Nudgee Beach following the coastline south past Wynnum and Cleveland to Runaway Bay turning southwest to Highland Park. From Highland Park the area heads west to the Nerang Conservation Park, southwest to Beechmont, south to the QLD/NSW border and following the border westerly to Mount Lindesay Highway. The area turns northwest to Merryvale, northeast to Willowbank, and east to Springfield Lakes then northeast to Inala. From Inala the area heads northwest to Mount Nebo, northeast to Albany Creek then southeast back to Nudgee Beach. 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 3000 0800	To	07 3037 4099	07 3700 4000	To	07 3728 3999
07 3055 3100	To	07 3055 9999	07 3801 0000	To	07 3809 5999
07 3066 0000	To	07 3086 8999	07 3820 0000	To	07 3918 4999
07 3109 0000	To	07 3109 7999	07 5410 1000	To	07 5410 3999
07 3131 0000	To	07 3131 9999	07 5460 6000	To	07 5469 3999
07 3179 2100	To	07 3179 2299	07 5500 2000	To	07 5514 8999
07 3200 1200	To	07 3457 9999	07 5526 4000	To	07 5596 9999
07 3479 0000	To	07 3514 7899	07 5609 9000	To	07 5618 7999
07 3550 0000	To	07 3552 9999	07 5644 0800	To	07 5646 2999
07 3601 9000	To	07 3608 6999	07 5656 3000	To	07 5665 2999
07 3620 0000	To	07 3666 9999			

We anticipate that the majority of services will be restored by 11 November 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 Weatherzone at [www.weatherzone.com.au](http://www.weatherzone.com.au). Heavy rainfall is referred to within this site for 13 October 2018; 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 **17 October 2018** to **11**

**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 **20181017-QLD-E-C-P-BRISBANE AND SURROUNDING DISTRICT**. 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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