

Customer Service Advice from Telstra

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

Parts of the Wide Bay Burnett and Southeast Coast districts of Queensland were impacted by severe weather on or about Saturday 17 November.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,100 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Pelican Waters, traveling south along the coast past Beachmere crossing the Caboolture River Inlet turning inland, traveling southwest to Dakabin and west to Esk then northwest to Evergreen. From Evergreen the area heads northwest to Boondooma, northeast past Windaera to Boobyjan and onto Brooweena. The area turns southeast to Bauple then northeast to Poona. At Poona, the area follows the coastline south towards Inskip Point onto Rainbow Beach, before turning southwest passing Cooloola onto Cooroy. At Cooroy, the area travels southeast to Coolool Beach, southwest to Palmview, and southeast past Bells Creek returning to Pelican Waters. All suburbs and towns serviced by Telstra within these boundaries are encompassed.

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 3385 5000	To	07 3385 7999	07 4612 5000	To	07 4612 5999
07 3400 4000	To	07 3400 5999	07 4692 6000	To	07 4698 8299
07 3425 0000	To	07 3425 9999	07 5331 5000	To	07 5352 8499
07 3491 1000	To	07 3491 1999	07 5401 0000	To	07 5401 9999
07 3886 6000	To	07 3886 9999	07 5413 0000	To	07 5459 9999
07 4160 0000	To	07 4189 9999	07 5470 4000	To	07 5499 9999

We anticipate that the majority of services will be restored by 16 December 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 large hailstones and severe thunderstorms are referred to in the BOM Severe Weather Warning issued for 17 November 2018 initially at 2:20 pm Saturday, 17 November 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 **20 November 2018 to 16 December 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 **20181120-QLD-E-C-P-WIDE BAY AND BURNETT AND SOUTHEAST COAST**. 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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