

# Customer Service Advice from Telstra

## **Delay due to severe weather events in parts of the North Tropical Coast and Tablelands District of Queensland.**

Parts of the North Tropical Coast and Tablelands District of Queensland was impacted by severe weather on or about Tuesday 4 December 2018 through to Wednesday 5 December 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 350 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Southedge heading east to MacAlister Range, southeast to Redlynch, and south to Butchers Creek then southeast to Woopen Creek. From Woopen Creek the area turns southwest to Tully Falls National Park, west to Innot Hot Springs, northwest to Petford, and north to Mount Mulligan then northeast back to Southedge. 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 4030 3000	To	07 4030 5999	07 4084 5000	To	07 4098 5199
07 4043 4000	To	07 4048 4999			

We anticipate that the majority of services will be restored by 6 January 2019. 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, heavy rainfall and large hailstones are referred to in the BOM Severe Weather Warning issued for 4 December 2018 initially at 4:13 pm Tuesday, 4 December 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 **5 December 2018 to 6 January 2019** 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 **20181205-QLD-E-C-P-ATHERTON AND SURROUNDING TABLELANDS**. 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

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