

# Customer Service Advice from Telstra

## **Delay due to extreme weather events in the Gulf Country, Peninsula, Northern Goldfields and Upper Flinders, North Tropical Coast and Tablelands and Herbert and Lower Burdekin Districts of Queensland**

The Gulf Country, Peninsula, Northern Goldfields and Upper Flinders, North Tropical Coast and Tablelands and Herbert and Lower Burdekin Districts of Queensland were impacted by extreme weather on or about Friday 14 December 2018 through to Sunday 16 December 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 2,150 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Cape York following the QLD coastline to the Elim Beach Campground, following the QLD coastline south past Cairns, Lucinda, Townsville and Ayr to Abbot Point then southwest to Mount Wyatt. From Mount Wyatt the area turns northeast past Crimea to Wairuna, southwest to Bellfield then northwest to Croydon. 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 0000	To	07 4099 9999	07 4442 3000	To	07 4448 2999
07 4212 0000	To	07 4220 6999	07 4720 0000	To	07 4729 9999
07 4232 1000	To	07 4238 9999	07 4741 5100	To	07 4799 9999
07 4409 9000	To	07 4431 2999			

We anticipate that the majority of services will be restored by 20 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Destructive winds, heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for Friday 14 December 2018 initially at 11:59am, 14 December 2018, reference number IDQ20023; 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 December 2018** to **20 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 **20181217-QLD-E-C-P-TROPICAL CYCLONE OWEN**. 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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