

Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Southeast Coast District of Queensland and Northern Rivers District of New South Wales.

Parts of the Southeast Coast District of Queensland and Northern Rivers District of New South Wales were impacted by severe weather on or about Friday 21 December through to Sunday 23 December 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,850 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Mermaid Beach following the coastline south past Currumbin, crossing the NSW border past Tweed Heads and Byron Bay to South Ballina. At South Ballina, the area turns northwest to Tullera, north to Nightcap, northwest to Cougal, crossing the QLD/NSW border the area turns northwest to East Haldon. At East Haldon, the area heads northeast to Willowbank, southeast to Yarrabilba, northeast to Bahrs Scrub, and southeast to Ormeau. From Ormeau the area heads south to Mount Nathan, then southeast past Highland Park before returning to Mermaid 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:

02 6618 0000	To	02 6639 9999	07 5501 2000	To	07 5507 9899
02 6670 0000	To	02 6689 5999	07 5520 3300	To	07 5598 7199
07 3804 1500	To	07 3804 1599	07 5618 6000	To	07 5618 7999
07 5410 0000	To	07 5410 8999	07 5644 3000	To	07 5646 2999
07 5460 6000	To	07 5469 9999			

We anticipate that the majority of services will be restored by 28 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 and large hailstones are referred to in the BOM Severe Weather Warning issued for 21 December 2018 initially at 5:58pm, Friday 21 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 **24 December 2018** to **28 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 **20181224-QLD-E-C-P-SOUTHEAST COAST QLD AND NORTHERN RIVERS NSW**. 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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