

# Customer Service Advice from Telstra

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

As previously notified by Telstra on 5 February 2019, the Peninsula, Gulf Country, Northern Goldfields and Upper Flinders District, North Tropical Coast and Tablelands, Herbert and Lower Burdekin Districts and Central Coast-Whitsundays Districts of Queensland were impacted by extreme weather on or about Thursday 24 January 2019 through to Wednesday 30 January 2019, with areas of Queensland declared as Natural Disaster. This event resulted in extensive damage to Telstra's network, the impact in the affected region has been greater than initially estimated, and as a consequence the expected recovery date has now been extended to 31 March 2019.

The effect of the natural disaster and extreme weather events applies to an additional 1,700 services bringing the total number of services impacted to approximately 4,250 services. This number may increase as Telstra assesses the full effect of the extreme weather events. Based on current information, the resumption date of normal service operations is expected to be 31 March 2019.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Cape York, following the Queensland coastline southeast past Cooktown, Cairns, Innisfail, Townsville, Bowen to Calen. At Calen the area turns southwest past Mount Coolon to Galilee. At Galilee the area heads northwest past Maxwelton to Gidya, and then west to the QLD/NT border following the border north to the Gulf of Carpentaria. At the Gulf of Carpentaria, the area follows the QLD coastline southeast to Karumba, then north past Pormpuraaw and Aurukun returning 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	<b>To</b>	07 4099 9999	07 4720 0000	<b>To</b>	07 4729 9999
07 4212 0000	<b>To</b>	07 4220 6999	07 4741 0000	<b>To</b>	07 4799 9999
07 4232 1000	<b>To</b>	07 4238 9999	07 4841 4000	<b>To</b>	07 4846 9999
07 4409 9000	<b>To</b>	07 4431 2999	07 4940 1000	<b>To</b>	07 4969 9999
07 4442 3000	<b>To</b>	07 4448 2999			

We anticipate that the majority of services will be restored by 31 March 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 and the Natural Disaster event can be sourced from the Bureau of Meteorology (BOM) and Ministry for Police & Emergency Service; Queensland. Major flooding has occurred in some parts of the

aforementioned districts and flood warnings continue to be issued in other areas; all of which are widely reported in the news media of these events 24 January 2019 initially at 10:59am, Thursday 24 January 2019, reference number IDQ21037.

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 **30 January 2019 to 31 March 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 **20190130-QLD-E-C-P-NORTHERN AND CENTRAL DISTRICTS**. 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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