

# Customer Service Advice from Telstra

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

As previously notified by Telstra on 2 April 2019, parts of the North Tropical Coast and Tablelands District 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 a 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 28 April 2019.

The effect of the natural disaster and extreme weather events applies to an additional 100 services bringing the total number of services impacted to approximately 4,950 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 28 April 2019.

Telstra services encompassed in this exemption are in the area bounded by and including, but are 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 28 April 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 Services; Queensland. The BOM issued Extreme Weather Warnings regarding these events commencing from on or about Thursday 24 January 2019 through to Wednesday 30 January 2019. Additionally these unusually extreme weather events were widely reported by most of the news media.

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 **28 April 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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