

Customer Service Advice from Telstra

Delay due to severe weather events in the Southeast Coast District and parts of the Darling Downs and Granite Belt, and Wide Bay and Burnett Districts of Queensland and part of the Northern Rivers District of New South Wales.

As previously notified by Telstra on 22 March 2019, the Southeast Coast District and parts of the Darling Downs and Granite Belt, and Wide Bay and Burnett Districts of Queensland and part of the Northern Rivers District of New South Wales were impacted by severe weather on or about Friday 15 March 2019 through to Monday 18 March 2019. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 5 May 2019.

The effect of these circumstances applies to an additional 8,200 services bringing the total number of services impacted to approximately 20,500 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 5 May 2019. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Tin Can Bay following the coastline south past Noosa Heads, Brisbane and the Gold Coast crossing the QLD/NSW border to South Golden Beach. From South Golden Beach the area heads west to Mount Burrell, northwest to Pumpenbil, north to the NSW/QLD border and following the border westerly past Texas and Goondiwindi to Talwood Boonanga Rd. The area turns northeast to Bungunya, north to Inglestone, and northeast to Kumbarilla then north past Canaga to Durah. From Durah the area heads northeast to Monogorilby, east to Mudlo, and northeast to Bauple then southeast back to Tin Can Bay. 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 6670 0000	To	02 6685 1099	07 3800 0000	To	07 3918 9999
07 3000 0000	To	07 3037 8999	07 4160 0000	To	07 4189 9999
07 3055 0000	To	07 3055 9999	07 4565 3000	To	07 4578 2999
07 3066 0000	To	07 3086 9999	07 4594 4000	To	07 4596 9999
07 3109 0000	To	07 3109 7999	07 4612 0000	To	07 4619 5999
07 3131 0000	To	07 3131 9999	07 4630 0000	To	07 4639 6799
07 3179 2100	To	07 3179 2299	07 4650 9000	To	07 4699 6999
07 3200 0000	To	07 3457 9999	07 5321 0000	To	07 5373 9999
07 3470 6300	To	07 3514 9999	07 5390 0000	To	07 5390 9999
07 3550 0000	To	07 3552 9999	07 5401 0000	To	07 5618 7999
07 3601 0300	To	07 3608 6999	07 5644 0000	To	07 5665 9999
07 3620 0000	To	07 3667 6999	07 5689 1000	To	07 5689 1999
07 3700 4000	To	07 3728 3999			

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 the severe weather events, which included damaging winds, heavy rainfall and large hailstones which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Friday 15 March 2019 through to Monday 18 March 2019. Additionally these unusually severe weather events have been 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 **18 March 2019 to 5 May 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 **20190318-QLD-E-C-P-SOUTHEAST QLD AND NORTHERN 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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