

Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Southeast Coast District and Wide Bay and Burnett Districts of Queensland.

As previously notified by Telstra on 16 April 2019, parts of the Southeast Coast District and Wide Bay and Burnett Districts of Queensland 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 26 May 2019.

The effect of these circumstances applies to an additional 4,000 services bringing the total number of services impacted to approximately 24,500 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 26 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 Tinnanbar following the coastline south past Noosa Heads, Redcliffe and Cleveland to the Logan River. From the Logan River the area heads northwest to the Venman Bushland National Park, north to Sheldon, northwest to Banks Creek then northeast to Mount Glorious. The area heads north to Mount Mee, northeast to Lake Borumba, and northwest to Calgoa then northeast back to Tinnanbar. 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 3000 0800	To	07 3037 8999	07 3601 0300	To	07 3608 6999
07 3055 2000	To	07 3055 9999	07 3620 0000	To	07 3667 6999
07 3066 0000	To	07 3075 4999	07 3700 9000	To	07 3701 2999
07 3109 0000	To	07 3109 7999	07 3711 5300	To	07 3727 7999
07 3131 0000	To	07 3131 9999	07 3817 5000	To	07 3918 4999
07 3179 2100	To	07 3179 2299	07 5331 5000	To	07 5353 4999
07 3202 6100	To	07 3435 5999	07 5370 8000	To	07 5373 9999
07 3452 9600	To	07 3457 8599	07 5390 0000	To	07 5390 9999
07 3479 0000	To	07 3514 9999	07 5401 0000	To	07 5459 9999
07 3550 0000	To	07 3552 9999	07 5470 0000	To	07 5499 9999

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 26 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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