

Customer Service Advice from Telstra

Delay due to extreme weather events in the Peninsula District and parts of the North Tropical Coast and Tablelands, Northern Goldfields and Upper Flinders, and Gulf Country of Queensland.

As previously notified by Telstra on 26 March 2019, the Peninsula District and parts of the North Tropical Coast and Tablelands, Northern Goldfields and Upper Flinders, and Gulf Country Districts of Queensland were impacted by extreme weather cause by Tropical Cyclone Trevor on or about Monday 18 March 2019 through to Friday 22 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 12 May 2019.

The effect of these circumstances applies to an additional 200 services bringing the total number of services impacted to approximately 800 services. This number may increase as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 12 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 Northern Territory/Queensland border in the Gulf of Carpentaria, following the coastline easterly past Weipa and Cairns to Deeral. From Deeral the area turns west to Danbulla, northwest to Biboorah, and southwest to Dimbulah then south to Minnamoolka. The area heads southwest to Einasleigh, west past Gregory to the NT border then following the NT/QLD border north back to the Gulf of Carpentaria. 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	To	07 4099 9999	07 4442 3000	To	07 4448 2999
07 4212 0000	To	07 4220 6999	07 4742 9000	To	07 4749 3599
07 4232 1000	To	07 4238 9999	07 4762 6000	To	07 4769 8999

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 extreme weather events caused by Tropical Cyclone Trevor, which included very heavy rainfall and destructive winds 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 Monday 18 March 2019 through to Friday 22 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 **20 March 2019** to **12 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 **20190320-QLD-E-C-P-TROPICAL CYCLONE TREVOR**. 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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