

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.

The Peninsula District and parts of the North Tropical Coast and Tablelands, Northern Goldfields and Upper Flinders, and Gulf Country of Queensland were impacted by extreme weather caused by Tropical Cyclone Trevor on or about Monday 18 March 2019 through to Friday 22 March 2019.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 600 Telstra services are impacted in the area bounded by and including, but 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 anticipate that the majority of services will be restored by 21 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 caused by Tropical Cyclone Trevor can be sourced from the Bureau of Meteorology (BOM). Very heavy rainfall and destructive winds are referred to in the BOM Severe Weather Warning issued for 18 March 2019 initially at 7:43 pm EST on Monday 18 March 2019, reference number IDQ20023; all of which were widely reported in the news media after the events.

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 21 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 **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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