

Customer Service Advice from Telstra

Delay due to severe weather in Brisbane and the surrounding Southeast Coast District of Queensland.

As previously notified by Telstra on Friday 20 December 2019, Brisbane and the Southeast Coast District of Queensland were impacted by severe weather on or about Wednesday 11 December 2019 through to Thursday 12 December 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 28 January 2020.

The effect of these circumstances applies to an additional 1,200 services bringing the total number of services impacted to approximately 3,500 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 28 January 2020. 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 Sandgate, following the coastline southeast past Wellington Point and Victoria Point to Woongoolba. From Woongoolba the area heads west past Bahrs Scrub, New Beith and Willowbank to Mutdapilly. The area turns northwest to Rosewood, northeast past Mount Glorious to Kobble Creek. From Kobble Creek the area heads southeast to Albany Creek then northeast back to Sandgate. 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 3035 9999	07 3479 3000	To	07 3498 6999
07 3055 9000	To	07 3055 9999	07 3510 5700	To	07 3514 7899
07 3066 0000	To	07 3066 9999	07 3550 1000	To	07 3552 7099
07 3109 0000	To	07 3109 7999	07 3620 0000	To	07 3666 9999
07 3131 1200	To	07 3131 8999	07 3700 9000	To	07 3725 8699
07 3179 2100	To	07 3179 2299	07 3802 3000	To	07 3918 4999
07 3201 0000	To	07 3440 1999	07 5460 9000	To	07 5464 5999
07 3452 9600	To	07 3457 8599			

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 large hailstones, heavy rainfall and damaging 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 Wednesday 11 December 2019

through to Thursday 12 December 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 **12 December 2019** to **28 January 2020** 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 **20191212-QLD-E-C-P-BRISBANE AND SURROUNDING AREAS**. 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.

® Registered Trade Mark of Telstra Corporation Limited.