

Customer Service Advice from Telstra

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

Brisbane and the Southeast Coast District of Queensland was impacted by severe weather on or about Wednesday 11 December 2019 through to Thursday 12 December 2019.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 2,300 Telstra services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Sandgate, the area heads southeast following the coastline past Wellington Point and Victoria Point to Woongoolba. At Woongoolba, the area turns west passing Bahrs Scrub, New Beith, Willowbank to Mutdapilly. At Mutdapilly, the area heads northwest to Rosewood then turns northeast passing Fernvale to Samsonvale. At Samsonvale the area turns southeast to Albany Creek and then heads northeast returning 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 anticipate that the majority of services will be restored by 12 January 2020. 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 severe weather events can be sourced from the Bureau of Meteorology (BOM). Large hailstones, heavy rainfall and damaging winds are referred to in the BOM Severe Weather Warning issued for 11 December 2019 initially at 10:37pm Wednesday, 11 December 2019, reference number IDN21035; 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 **12 December 2019** to **12 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.

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