

Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Southeast Districts of Queensland and the Northern Tablelands and North West Slopes and Plains Districts of New South Wales.

Parts of the Southeast Districts of Queensland and the Northern Tablelands and North West Slopes and Plains Districts of New South Wales were 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 700 Telstra services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Tinnanbar and travels south along the coastline to Noosaville. At Noosaville the area heads southwest past Imbil, Mount Stanley, Toogoolawah to Samsonvale. At Samsonvale the area heads southwest to Amberley then Moorang. At Moorang the area travels south crossing the QLD/NSW border to Woodenbong and turns southwest to Tenterfield then west past Yetman to Mungindi. At Mungindi the area crosses the NSW/QLD northeast to Westmar onto Kogan, continuing northeast past Monogorilby before returning 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 4160 0000	To	07 4179 6999	07 4650 9000	To	07 4699 5999
07 4189 9000	To	07 4189 9999	07 5321 0000	To	07 5331 5999
07 4565 4000	To	07 4578 2999	07 5344 9000	To	07 5344 9999
07 4592 5000	To	07 4596 4999	07 5361 0000	To	07 5362 9999
07 4612 6000	To	07 4620 0999	07 5401 0000	To	07 5427 8999
07 4631 0000	To	07 4639 9999	07 5440 1000	To	07 5489 9999

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 7:57 pm 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-SOUTHEAST QUEENSLAND**. 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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