

Customer Service Advice from Telstra

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

The Gold Coast and surrounding Southeast Coast District of Queensland were impacted by severe weather on or about Friday 13 December 2019.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 950 Telstra services encompassed in this exemption are in the area bounded by and including, but is not limited to, the area starting at the Logan River mouth following the coastline south past Southport and Burleigh Heads to the QLD/NSW border. The area heads westerly following the border to the Nerang-Murwillumbah Rd then turns northwest to Illinbah. From Illinbah the area turns north to Wolffdene, northeast to Carbrook then southeast back to the Logan River mouth. 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 3875 2700 | To | 07 3875 2799 | 07 5609 9000 | To | 07 5618 5999 |
| 07 5500 0000 | To | 07 5597 9999 | 07 5644 0000 | To | 07 5665 9999 |

We anticipate that the majority of services will be restored by 13 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 13 December 2019 initially at 12:56pm Friday, 13 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 **16 December 2019 to 13 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 **20191216-QLD-E-C-P-GOLD COAST AND SURROUNDING AREA**. 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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