

Customer Service Advice from Telstra

Delay due to fire in Southeast Coast district of Queensland.

The Southeast Coast district of Queensland was impacted by bushfires on or about Monday 16 December 2019 through to Tuesday 17 December 2019. These events resulted in extensive damage to Telstra's telecommunications network. In some cases, unsafe conditions and road closures are preventing us from reaching these locations but we will attend as soon as these areas are deemed safe.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 of Telstra services in the area bounded by and including, but not limited to, the area starting at Agnes Water area travels south along the coastline to Burrum Heads. At Burrum Heads the area turns inland heading southwest to Boomba and west onto Coalstoun Lakes, then northwest to Mount Perry. At Mount Perry the area heads northwest to Kalpowar then northeast returning to Agnes Water. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed.

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 4126 9000 **To** 07 4133 9999 07 4192 6000 **To** 07 4192 6999
07 4154 4000 **To** 07 4157 9999

We anticipate that the majority of services will be restored by 19 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 about current fires and incidents can be sourced from the QLD Rural Fire Service at www.ruralfire.qld.gov.au. Additional information about the extent of the fire damage can be sourced from Early Warning Network at www.ewn.com.au/alerts/. This information was also 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 **17 December 2019 to 19 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 **20191217-QLD-E-B-P-BUNDABERG 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://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling the Telstra number mentioned above.
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