

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the parts of the North Tropical Coast and Tablelands and Peninsula districts of Queensland.**

Parts of the North Tropical Coast and Tablelands and Peninsula districts of Queensland were impacted by severe weather on or about Thursday 26 December 2019.

As a result, an interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 450 Telstra services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Cape Melville, the area travels south along the coast past Cooktown and Cairns to Babinda, then turns inland heading southwest to East Palmerston, then Gunnawarra. At Gunnawarra, the area turns northwest to Almaden, then northeast to Mount Mulligan, and then northwest to Bellevue. At Bellevue, the area travels northwest to Yarraden and turns east to Running Creek, then follows the coastline east back to Cape Melville. 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 4030 3000      **To**    07 4069 6999                      07 4213 2000                      **To**    07 4213 3999  
07 4082 0000      **To**    07 4099 9799

We anticipate that the majority of services will be restored by 26 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 26 December 2019 initially at 1:37 pm Thursday, 26 December 2019, reference number IDQ21033.

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 **31 December 2019** to **26 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 **20191231-QLD-E-C-P-NORTH TROPICAL COAST AND TABLELANDS**. 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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