

Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Capricornia, Wide Bay and Burnett, Central Highlands and Coalfields, Maranoa and Warrego and the Channel Country Districts of Queensland.

Parts of the Capricornia, Wide Bay and Burnett, Central Highlands and Coalfields, Maranoa and Warrego and the Channel Country Districts of Queensland were impacted by severe weather on or about Thursday 16 January 2020 through to Saturday 18 January 2020.

As a result, an interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 500 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Clairview following the coastline south past Yeppoon, Gladstone, Bundaberg and Burrum Heads. At Burrum Heads, the area heads southwest past Stonelands to Durah. From Durah the area turns northwest to Sujeewang, Taroom, Coorada then southwest to Mount Howe then Redford. At Redford the area turns south passing Hebel, and at the QLD/NSW border travels west to Hungerford, northwest to Eromanga, northeast past Adavale, Lumeah to Drummondslope. The area continues northeast past Peak Vale to Frankfield and turns southeast past Dysart to May Downs then northeast returning to Clairview. 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 4126 0200	To	07 4167 8999	07 4646 8000	To	07 4656 7999
07 4192 0000	To	07 4199 7999	07 4835 4000	To	07 4847 9999
07 4325 9000	To	07 4331 8999	07 4884 0000	To	07 4885 3999
07 4564 3000	To	07 4564 6999	07 4899 0600	To	07 4939 7899
07 4621 0000	To	07 4625 7399	07 4970 2000	To	07 4998 4999

We anticipate that the majority of services will be restored by 23 February 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Damaging winds and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 16 January 2020 initially at 7:13 pm ACST Thursday 16 January 2020, 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 **20 January 2020** to **23 February 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 **20200120-QLD-E-C-P-CENTRAL 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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