

Customer Service Advice from Telstra

Delay due to fire in Peregrine Springs and parts of the Sunshine Coast of Queensland.

Peregrine Springs and parts of the Sunshine Coast region of Queensland was impacted by bushfires on or about Wednesday 18 December 2019. This event resulted in extensive damage to Telstra's telecommunications network.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 100 of Telstra services in the area bounded by and including, but not limited to, the area starting at Rainbow Beach and travels southeast along the coastline to Great Sandy National Park and the Noosa River Mouth, turning southwest following the shoreline to Culgoa Point, continuing southeast passing Bicentennial Park, Leslie Park and Weyba Park to Lake Weyba. At Lake Weyba, the area turns southeast to Castaways Beach travelling south along the shoreline to Stumers Creek. At Stumers Creek the area turns inland, heading northwest to Eumundi then northeast returning to Rainbow Beach are impacted. 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 5335 8000	To	07 5353 4999	07 5430 5000	To	07 5455 9999
07 5371 0300	To	07 5373 9999	07 5470 0000	To	07 5474 7699

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 about the extent of the fire and current warnings can be sourced from the Queensland Fire and Emergency internet site <http://ruralfire.qld.gov.au> 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 **19 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 **20191219-QLD-E-B-P-PEREGIAN SPRINGS 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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