CUSTOMER SERVICE ADVICE FROM TELSTRA

Delay due to extreme weather events in the Southeast Coast District and parts of the Darling Downs and Granite Belt, and Wide Bay and Burnett Districts of Queensland.

The Southeast Coast District and parts of the Darling Downs and Granite Belt, and Wide Bay and Burnett Districts of Queensland were impacted by extreme weather on or about Friday 17 January 2020 through to Monday 20 January 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 6,600 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Tinnanbar following the coastline south past Noosa Heads, Brisbane and Gold Coast to the Tweed River. From the Tweed River the area follows the QLD/NSW border westerly past Mount Lindesay, Wallangarra and Goondiwindi to Talwood Boonanga Rd. The area heads northwest to North Talwood, northeast to The Gums then east to Ducklo. From Ducklo the area heads north to Dura, northeast to Malarga then east back to Tinnanbar. 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 3000 0100	To 07 3037 8999	07 3801 9400	To 07 3918 4999
07 3055 2000	To 07 3055 9999	07 4160 0000	To 07 4179 8999
07 3066 0000	To 07 3075 4999	07 4189 9000	To 07 4189 9999
07 3086 3000	To 07 3086 5999	07 4565 3000	To 07 4578 2999
07 3109 0000	To 07 3109 7999	07 4594 4000	To 07 4596 9999
07 3131 0000	To 07 3131 9999	07 4612 0000	To 07 4638 5799
07 3179 2100	To 07 3179 2299	07 4650 9000	To 07 4699 6999
07 3200 1200	To 07 3457 8599	07 5322 8400	To 07 5352 8499
07 3470 6300	To 07 3514 9999	07 5390 0000	To 07 5390 8999
07 3550 0000	To 07 3552 9999	07 5401 0000	To 07 5598 9599
07 3601 0300	To 07 3608 6999	07 5609 9000	To 07 5618 7999
07 3620 0000	To 07 3666 9999	07 5644 0000	To 07 5665 9999
07 3700 9000	To 07 3728 0999		

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). Heavy rainfall, damaging winds and large hailstones are referred to in the BOM Severe Weather Warning issued for 17 January 2020 initially at 7:09 pm Friday, 17 January 2020, reference number IDQ21033; 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 **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-S-C-P-SOUTH EAST QLD**. 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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