

# Customer Service Advice from Telstra

## **Delay due to severe weather events in parts of the Capricornia, Wide Bay and Burnett, and Central Highlands and Coalfields Districts of Queensland.**

As previously notified by Telstra on Monday 24 February 2020, parts of the Capricornia, Wide Bay and Burnett, and Central Highlands and Coalfields Districts of Queensland were impacted by severe weather on or about Thursday 16 January 2020 through to Saturday 18 January 2020. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 19 April 2020.

The effect of these circumstances applies to an additional 250 services bringing the total number of services impacted to approximately 1,100 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 19 April 2020. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Port Alma following the coastline south past Gladstone and Agnes Water to Burrum Heads. From Burrum Heads the area heads southwest to Boompa, west to Coalstoun Lakes then southwest to Monogorilby. The area turns northwest past Spring Creek and Ghinghinda to Rolleston, north to Togara, and east to Wooroona then northeast back to Port Alma. 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	<b>To</b>	07 4167 8999	07 4899 0600	<b>To</b>	07 4912 2999
07 4192 0000	<b>To</b>	07 4199 7999	07 4934 6500	<b>To</b>	07 4937 2999
07 4325 9000	<b>To</b>	07 4331 8999	07 4970 2000	<b>To</b>	07 4979 9999
07 4836 0000	<b>To</b>	07 4839 3999	07 4990 0000	<b>To</b>	07 4998 4999

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 the severe weather events, which included damaging winds and heavy rainfall which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Thursday 16 January 2020 through to Saturday 18 January 2020. Additionally these unusually severe weather events have been widely reported by most of the news media.

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 **19 April**

**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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