

# Customer Service Advice from Telstra

## **Delay due to severe weather events in parts of the North Tropical Coast and Tablelands, Herbert and Lower Burdekin and Northern Goldfields and Upper Flinders Districts of Queensland.**

Parts of the North Tropical Coast and Tablelands, Herbert and Lower Burdekin and Northern Goldfields and Upper Flinders 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 750 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Cape Melville following the coastline south past Innisfail and Townsville to Jerona. From Jerona, the area turns southwest to Upper Haughton, then southeast past Millaroo to Eight Mile Creek then south to Mount Coolon. At Mount Coolon, the area turns west to Kynuna, then north to Croydon and northwest to Yagoonya. From Yagoonya, the area turns northeast to Highbury before returning 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 0000	To	07 4099 9999	07 4412 7300	To	07 4421 9999
07 4213 2000	To	07 4216 9999	07 4720 3000	To	07 4729 1999
07 4232 4000	To	07 4232 9999	07 4741 0000	To	07 4799 8999

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 5:33 pm ACST Thursday 16 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-E-C-P-**

**TROPICAL NORTH 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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