

# Customer Service Advice from Telstra

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

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 Friday 24 January 2020 through to Wednesday 29 January 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,800 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Cape Flattery and following the QLD coastline south past Cairns, Townsville and Ayr to Abbot Point then southwest to Dalrymple Lake. From Dalrymple Lake the area turns west to Cape River, southwest to Tangorin, and northwest to Maxwelton then north to Croydon. The area heads northeast past Gamboola back to Cape Flattery. 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 4409 9000	To	07 4431 2999
07 4212 8000	To	07 4216 9999	07 4720 0000	To	07 4729 9999
07 4232 1000	To	07 4232 9999	07 4741 0000	To	07 4799 9999

We anticipate that the majority of services will be restored by 8 March 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 severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall is referred to in the BOM Severe Weather Warning issued for 24 January 2020 initially at 2:13 pm Friday, 24 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 **30 January 2020 to 8 March 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 **20200128-QLD-E-C-P-NORTHERN QUEENSLAND**. If our response doesn't satisfy you, then you may wish to contact the Telecommunications Industry Ombudsman (TIO).

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