

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the Peninsula and Gulf Country Districts of Queensland.**

The Peninsula and Gulf Country Districts of Queensland were impacted by severe weather on or about Saturday 22 February 2020 through to Tuesday 25 February 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at the Queensland/Northern Territory border in the Gulf of Carpentaria, following the coastline east in a clockwise direction to Cape Flattery on the east coast. The area then heads southwest past Laura and Lynside to Esmeralda. From Esmeralda the area heads west past Nardoo to the QLD/NT border turning north back to the Gulf of Carpentaria. 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 6000	To	07 4031 0699	07 4238 9000	To	07 4238 9999
07 4048 6000	To	07 4069 9999	07 4442 3000	To	07 4448 2999
07 4082 3000	To	07 4094 7199	07 4742 9000	To	07 4749 3599
07 4212 0000	To	07 4220 6999	07 4762 6000	To	07 4769 8999

We anticipate that the majority of services will be restored by 29 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 and damaging winds are referred to in the BOM Severe Weather Warning issued for 22 February 2020 initially at 1:53 pm Saturday, 22 February 2020, reference number IDQ21038; 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 **28 February 2020 to 29 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 **20200228-QLD-E-C-P-PENINSULA AND GULF COUNTRY**. 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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