

Customer Service Advice from Telstra

Delay due to COVID-19 pandemic in the Peninsula and Gulf Country of Queensland.

As a result of COVID-19 restrictions on our teams and partners in Australia and around the globe we are currently experiencing delays to our customer service.

This includes the time it takes to get through to our customer service teams, as well as our ability to install, connect or fix issues in a timely way.

We understand that connectivity at this time is more important than ever and we are working to improve the situation as quickly as possible.

How will this affect you?

We are prioritising our customer service activities toward maintaining critical services and keeping vulnerable customers connected.

As we may take longer than normal to fix service issues or complete new connections, you may need to rely on a mobile phone rather than a landline until we fix or connect your landline service.

We understand how frustrating this is. We're doing everything we can to find alternative solutions that get, and keep, customers' landlines connected while making sure that the health of our people and the community is not put at risk.

These are highly unusual circumstances. We do not know when this will end or how long it will be until we're back to operating normally and we thank our customers for their patience as we work through this challenging period.

Customer Service Guarantee

As these circumstances are outside of our control, we are not required to connect services and fix faults within the Customer Service Guarantee timeframes as is available to us under section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011.

As many as 200 Telstra landline services could be 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.

Services in the area mentioned above with phone numbers in the following number ranges may be 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

Need more information?

If you have questions about this exemption or want us to reconsider if 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 **20200330-QLD-E-F-P-PENINSULA AND GULF COUNTRY**. If our response doesn't satisfy you, you can contact the Telecommunications Industry Ombudsman (TIO).

Our call centres have significant wait times at the moment, and we are prioritising Medical Priority Assist, service faults and high-risk cases. If your call is not urgent, please try one of the many self-service tools available on telstra.com.au, the Telstra 24x7 and My Telstra apps, or find answers in our Crowd Support community.

Further information and copies of this notice are available on our Internet site at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling the Telstra number mentioned above.

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