

Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Southeast Coast and Wide Bay and Burnett Districts of Queensland.

Parts of the Southeast Coast and Wide Bay and Burnett Districts of Queensland were impacted by severe weather on or about Monday 7 December 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,900 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at River Heads following the coastline south past Noosa Heads and Deception Bay to Sandgate. From Sandgate the area heads southwest to Bunya, northwest past Biarra, Mount Binga and Darr Creek to Durah then northeast to Wagoon. The area turns southeast to Boobyjan, north to Biggenden and east to Doongul then northeast back to River Heads. 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 3131 0800	To	07 3131 0999	07 3667 6500	To	07 3667 6999
07 3204 4000	To	07 3205 4199	07 3863 2600	To	07 3869 8999
07 3261 0000	To	07 3264 9999	07 3880 6000	To	07 3897 7999
07 3285 0000	To	07 3293 9999	07 4120 0000	To	07 4129 9999
07 3312 7000	To	07 3312 7899	07 4152 0500	To	07 4193 5999
07 3325 0000	To	07 3325 9999	07 4324 8000	To	07 4325 7999
07 3384 1200	To	07 3385 7999	07 5331 5000	To	07 5352 9999
07 3400 0000	To	07 3410 9899	07 5370 1000	To	07 5373 4999
07 3425 0000	To	07 3430 1999	07 5390 0000	To	07 5390 8999
07 3480 5000	To	07 3500 9999	07 5401 0000	To	07 5459 9999
07 3551 3000	To	07 3551 3999	07 5470 4000	To	07 5499 9999

We anticipate that the majority of services will be restored by 24 January 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). Damaging winds, large hailstones and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 7 December 2020 initially at 1:42 pm Monday, 7 December 2020, reference number IDQ21035; 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 **8 December 2020 to 24 January**

2021 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 **20201208-QLD-E-C-P-SOUTHEAST QLD**. 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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