

# Customer Service Advice from Telstra

## **Delay due to extreme weather in parts of the Southeast Coast and Wide Bay and Burnett Districts of Queensland.**

As previously notified by Telstra on Monday 21 December 2021, parts of the Southeast Coast and Wide Bay and Burnett Districts of Queensland were impacted by extreme weather on or about Saturday 12 December 2020 through to Monday 14 December 2020. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 21 February 2021.

The effect of these circumstances applies to an additional 600 services bringing the total number of services impacted to approximately 11,900 services. This number may increase as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 21 February 2021. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Double Island Point following the coastline south past Noosa Heads to Pelican Waters. From Pelican Waters the area heads west to Bellthorpe, northwest to Amamoor Creek, southwest to Bullcamp, and southeast to Moore. The area turns southwest to Mount Binga, northwest to Darr Creek, north to Brovinia and east to Boobyjan. From Boobyjan the area turns southeast past Widgee to Cooroy then northeast back to Double Island Point. 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 4160 0000	To	07 4189 9999	07 5390 0000	To	07 5390 9999
07 5334 9000	To	07 5353 4999	07 5401 2000	To	07 5459 9999
07 5370 1000	To	07 5373 9999	07 5470 0000	To	07 5499 9999

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 the extreme weather events, which included heavy rainfall, damaging winds and abnormally high tides which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Saturday 12 December 2020 through to Monday 14 December 2020. Additionally these unusually severe weather events have been widely reported by most of the news media.

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 **15 December 2020** to **21**

**February 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 **20201215-QLD-E-C-P-BRISBANE AND SURROUNDING DISTRICTS**. 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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