

Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Central Highlands and Coalfields, Wide Bay and Burnett, Darling Downs and Granite Belt, and Maranoa and Warrego Districts of Queensland.

As previously notified by Telstra on Wednesday 24 March 2021, parts of the Central Highlands and Coalfields, Wide Bay and Burnett, Darling Downs and Granite Belt, and Maranoa and Warrego Districts of Queensland were impacted by severe weather on or about Thursday 11 March 2021 through Friday 12 March 2021 and again Sunday 14 March 2021 through Wednesday 17 March 2021. 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 16 May 2021.

The effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 600 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 16 May 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 New Moonta heading southeast to Malarga, southwest past Ducklo to Billa Billa, west to North Bungunya then south to the QLD/NSW border. The area follows the border westerly past Mungindi to the Castlereagh Hwy (A55) and then turns northwest to Nebine. From Nebine the area heads northeast past Womblebank to Mount Moffat, southeast to Robinson Gorge, east to Eidsvold West, north to Rawbelle then east back to New Moonta. All suburbs and towns serviced by Telstra within these boundaries are encompassed.

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 4127 5000 | To | 07 4142 9999 | 07 4558 0000 | To | 07 4579 9999 |
| 07 4156 2000 | To | 07 4166 0999 | 07 4594 2000 | To | 07 4596 7999 |
| 07 4331 4000 | To | 07 4331 4999 | 07 4620 1000 | To | 07 4629 9999 |
| 07 4527 5000 | To | 07 4527 5999 | 07 4655 2500 | To | 07 4693 0199 |

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 severe weather events, which included damaging wind and heavy rainfall 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 Thursday 11 March 2021 through Friday 12 March 2021 and again Sunday 14 March 2021 through Wednesday 17 March 2021. 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 **17 March 2021** to **16 May 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 **20210317-QLD-E-C-P-CENTRAL QLD 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.

® Registered Trade Mark of Telstra Corporation Limited.