Customer Service Advice from Telstra

Delay due to extreme weather events in the Southeast Coast District and parts of the Darling Downs and Granite Belt, and Wide Bay and Burnett Districts of Queensland.

The Southeast Coast District and parts of the Darling Downs and Granite Belt, and Wide Bay and Burnett Districts of Queensland were impacted by extreme weather on or about Friday 19 March 2021 through to Tuesday 23 March 2021.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 3,800 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Springs Beach following the coastline south past Hervey Bay, Noosa Heads, Brisbane and Gold Coast to Duranbah Beach. From the Duranbah Beach the area follows the QLD/NSW border westerly past Mount Lindesay, Wallangarra and Goondiwindi to Talwood Boonanga Rd. The area heads northwest to North Talwood, northeast to The Gums, southeast to Cattle Creek then east to Condamine Plains. From Condamine Plains the area turns northeast to Mount Stanley, northwest past Mount Perry to Ubobo then northeast back to Springs Beach. All suburbs and towns, off shore islands and coastal areas 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 3000 0000	**To**	07 3037 8999	07 4150 0000	**To**	07 4167 8899
07 3055 0000	**To**	07 3055 9999	07 4183 9000	**To**	07 4199 7999
07 3066 0000	**To**	07 3086 9999	07 4303 2000	**To**	07 4303 4999
07 3109 0000	**To**	07 3109 9999	07 4324 8000	**To**	07 4331 8999
07 3131 0000	**To**	07 3131 9999	07 4565 3000	**To**	07 4578 2999
07 3179 1000	**To**	07 3179 2999	07 4592 5000	**To**	07 4596 4999
07 3200 0000	**To**	07 3457 9999	07 4612 0000	**To**	07 4639 9999
07 3470 0000	**To**	07 3514 9999	07 4650 9000	**To**	07 4699 9999
07 3550 0000	**To**	07 3552 9999	07 5321 0000	**To**	07 5373 9999
07 3601 0300	**To**	07 3608 6999	07 5390 0000	**To**	07 5390 9999
07 3620 0000	**To**	07 3667 6999	07 5401 0000	**To**	07 5598 9999
07 3700 4000	**To**	07 3728 4999	07 5609 9000	**To**	07 5618 7999
07 3800 0000	**To**	07 3918 9999	07 5644 0000	**To**	07 5665 9999
07 4120 0000	**To**	07 4133 9999	07 5689 1000	**To**	07 5689 1999

We anticipate that the majority of services will be restored by 25 April 2021. 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for 19 March 2021 initially at 8:35 pm Friday, 19 March 2021, 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 **22 March 2021** to **25 April 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 **20210322-QLD-E-C-P-SOUTHEAST COAST AND SURROUNDING DISTRICTS**. If our response doesn't satisfy you, then you may wish to contact the Telecommunications Industry Ombudsman (TIO).

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