

# Customer Service Advice from Telstra

## **Delay due to severe weather in parts of the North Tropical Coast and the Herbert and Lower Burdekin Districts of Queensland.**

As previously notified by Telstra on Tuesday 27 April 2021, parts of the North Tropical Coast and the Herbert and Lower Burdekin Districts of Queensland were impacted by severe weather on or about Sunday 18 April 2021 through to Thursday 22 April 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 30 May 2021.

The effect of these circumstances applies to an additional 50 services bringing the total number of services impacted to approximately 550 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 30 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 Stony Creek following the coastline south past Lucinda and Forrest Beach to the Halifax Bay Wetlands National Park then south to Crystal Creek. From Crystal Creek the area turns southeast to Taravale then northwest past Mount Fox to Wairuna. The area heads northeast to Kirrama, southeast to Lumholtz then northeast back to Stony Creek. 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 4720 3000      **To**    07 4720 3999      07 4752 7000      **To**    07 4798 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 severe weather events can be sourced from Weatherzone at [www.weatherzone.com.au](http://www.weatherzone.com.au). Heavy rainfall is referred to within this site for Sunday 18 April 2021 through to Thursday 22 April 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 **22 April 2021 to 30 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 **20210422-QLD-E-C-P-NORTH TROPICAL COAST 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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