

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the Darling Downs and Granite Belt District and parts of the Southeast Coast District of Queensland.**

As previously notified by Telstra on Friday 21 January 2022, the Darling Downs and Granite Belt District and parts of the Southeast Coast District of Queensland were impacted by severe weather on or about Sunday 16 January 2022. 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 6 March 2022.

The effect of these circumstances applies to an additional 300 services bringing the total number of services impacted to approximately 1,000 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 6 March 2022. 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 the Logan River mouth following the coastline south past the Gold Coast to the QLD/NSW border and following the border westerly past Mount Lindesay, Wallangarra and Goondiwindi to Talwood Boonanga Rd. The area heads northwest past North Talwood to Weengallon, northeast to Inglestone then east to Cecil Plains. From Cecil Plains the area heads northeast to Cooyar, east to Mount Binga, and southeast to Mount Nebo then southwest to Thagoona. The area turns southeast to Willowbank, east to Beenleigh then northeast back to the Logan River mouth. 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 3804 1500	To	07 3807 3099	07 5361 0000	To	07 5362 9999
07 3875 2700	To	07 3875 2799	07 5410 0000	To	07 5427 9999
07 4565 3000	To	07 4578 2999	07 5460 0000	To	07 5469 9999
07 4592 5000	To	07 4596 4999	07 5500 0000	To	07 5598 9999
07 4612 0000	To	07 4639 9999	07 5609 9000	To	07 5618 7999
07 4650 9000	To	07 4699 9999	07 5644 0000	To	07 5665 9999
07 5321 0000	To	07 5322 8399	07 5689 1000	To	07 5689 1999

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 winds 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 Sunday 16 January 2022. 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 January 2022** to **6 March 2022** 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 **20220117-QLD-E-C-P-DARLING DOWNS 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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