

Customer Service Advice from Telstra

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

The Wide Bay and Burnett District and parts of the Southeast Coast, Darling Downs and Granite Belt, Central Highlands and Coalfields, and Capricornia Districts of Queensland were impacted by severe weather on or about Tuesday 1 February 2022 through to Thursday 3 February 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 950 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 Bundaberg, Noosa Heads and Redcliffe to Decker Park. From Decker Park the area heads west to Lake Wivenhoe, northwest to Emu Creek, southwest to Southbrook, and west to Cattle Creek then northeast to Jinghi. The area heads northwest to Mungabunda, north past Dromedary to Blackdown, east to Oakey Creek then southeast to Wooderson. From Wooderson the area turns south to Diglum, southeast to Boyne Valley then northeast back to Springs Beach. All suburbs and towns, offshore 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 3203 0000 | To | 07 3205 4199 | 07 4612 5000 | To | 07 4619 5999 |
| 07 3283 0000 | To | 07 3293 9999 | 07 4660 0000 | To | 07 4679 9999 |
| 07 3384 1200 | To | 07 3385 9999 | 07 4691 1000 | To | 07 4694 8999 |
| 07 3400 0000 | To | 07 3410 9999 | 07 4835 3000 | To | 07 4848 9999 |
| 07 3425 0000 | To | 07 3425 9999 | 07 4913 2000 | To | 07 4913 2999 |
| 07 3478 4000 | To | 07 3491 9999 | 07 4925 9000 | To | 07 4937 2999 |
| 07 3817 7000 | To | 07 3817 9999 | 07 4972 9000 | To | 07 4974 8999 |
| 07 3880 0000 | To | 07 3897 8999 | 07 4990 0000 | To | 07 4998 4999 |
| 07 4120 0000 | To | 07 4199 7999 | 07 5331 5000 | To | 07 5353 4999 |
| 07 4303 2000 | To | 07 4303 4999 | 07 5370 1000 | To | 07 5373 9999 |
| 07 4324 8000 | To | 07 4331 8999 | 07 5390 0000 | To | 07 5390 9999 |
| 07 4565 4000 | To | 07 4577 9999 | 07 5401 0000 | To | 07 5459 9999 |
| 07 4596 8000 | To | 07 4596 9999 | 07 5470 0000 | To | 07 5499 9999 |

We anticipate that the majority of services will be restored by 13 March 2022. 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 severe weather events can be sourced from the Bureau of Meteorology (BOM). Intense rainfall, damaging winds and large hailstones are referred to in the BOM Severe Weather Warning issued for 1 February 2022 initially at

7:50 pm Tuesday, 1 February 2022, reference number IDQ21033; 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 **3 February 2022 to 13 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 **20220203-QLD-E-C-P-WIDE BAY AND BURNETT 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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