

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the Central Coast-Whitsundays District and parts of the Capricornia, and Central Highlands & Coalfields Districts of Queensland.**

The Central Coast-Whitsundays District and parts of the Capricornia, and Central Highlands & Coalfields Districts of Queensland were impacted by severe weather on or about Wednesday 9 March 2022 through to Thursday 10 March 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 350 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Heronvale following the coastline south past Airlie Beach, Mackay, Gladstone and Agnes Water to Springs Beach then southwest to Dalga. From Dalga the area turns northwest past Dumgree to Wowan, west to Coomoo and southwest to Rewan then west to Caldervale. The area heads north to Quetta, northeast to Laglan then northeast past Mount Coolon back to Heronvale. 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 4651 3000	To	07 4654 6099	07 4862 2000	To	07 4862 9999
07 4785 0000	To	07 4791 3999	07 4884 0000	To	07 4886 1999
07 4816 7000	To	07 4816 7999	07 4898 0000	To	07 4999 4999
07 4835 0000	To	07 4848 7999			

We anticipate that the majority of services will be restored by 24 April 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). Damaging winds are referred to in the BOM Severe Weather Warning issued for 12:35 pm Wednesday, 9 March 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 **10 March 2022 to 24 April 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 **20220310-QLD-E-C-P-**

**CENTRAL QLD AND SURROUNDING AREA.** 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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