

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the North Tropical Coast & Tablelands, Northern Goldfields & Upper Flinders and the Herbert and Lower Burdekin Districts and part of the Central Coast-Whitsundays District of Queensland.**

The North Tropical Coast & Tablelands, Northern Goldfields & Upper Flinders and the Herbert and Lower Burdekin Districts and part of the Central Coast-Whitsundays District of Queensland were impacted by severe weather on or about Wednesday 20 April 2022 through to Friday 22 April 2022 and then again on Monday 25 April 2022 to Tuesday 26 April 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 700 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Cape Flattery and following the QLD coastline south past Cooktown, Townsville, Bowen, Mackay, and Sarina to St Lawrence then northwest to Blue Mountain. From Blue Mountain the area heads north to Brightly, northwest past the Eungella Dam to Newlands, southwest to Lake Buchanan, south to Lake Galilee then west Tablederry. The area heads northwest to Kynuna, northeast to Maxwellton, north to Croydon then northeast past Gamboola back to Cape Flattery. 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 4030 0000	To	07 4099 9999	07 4840 0000	To	07 4846 9999
07 4212 8000	To	07 4216 9999	07 4862 2000	To	07 4862 9999
07 4232 1000	To	07 4232 9999	07 4898 0000	To	07 4898 7999
07 4409 9000	To	07 4431 2999	07 4940 0000	To	07 4969 9999
07 4720 0000	To	07 4729 9999	07 4998 5000	To	07 4998 9999
07 4741 0000	To	07 4799 9999			

We anticipate that the majority of services will be restored by 5 June 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). Heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for at 4:59 pm Wednesday, 20 April 2022, reference number IDQ21037; 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 **26 April 2022** to **5 June 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 **20220426-QLD-E-C-P-FAR NORTH QLD**. 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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