

# Customer Service Advice from Telstra

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

The Darling Downs and Granite Belt, and Wide Bay and Burnett Districts and parts of the Southeast Coast, Maranoa and Warrego, Central Highlands and Coalfields, and Capricornia Districts of Queensland were impacted by severe weather on or about Wednesday 17 November 2021 through to Thursday 18 November 2021 and again Saturday 20 November 2021 through Monday 22 November 2021.

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 Hervey Bay, Noosa Heads to Decker Park then west to Samsonvale. From Samsonvale the area heads southwest to Aratula, southeast to Mount Lindesay, south to the QLD/NSW border and following the border westerly past Goondiwindi and Mungindi to Hebel. The area turns northwest to Nebine, northeast to Womalilla, north to Womblebank then northeast to Dromedary. From Dromedary the area heads north to Blackdown, east to Oakey Creek then southeast to 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 4558 0000	To	07 4579 9999
07 3283 0000	To	07 3293 9999	07 4592 5000	To	07 4596 9999
07 3384 1200	To	07 3385 9999	07 4612 0000	To	07 4639 9999
07 3400 0000	To	07 3410 9999	07 4650 9000	To	07 4699 9999
07 3425 0000	To	07 3425 9999	07 4835 3000	To	07 4848 9999
07 3478 4000	To	07 3491 9999	07 4913 2000	To	07 4913 2999
07 3817 7000	To	07 3817 9999	07 4925 9000	To	07 4937 2999
07 3880 0000	To	07 3897 8999	07 4972 9000	To	07 4974 8999
07 4120 0000	To	07 4199 7999	07 4990 0000	To	07 4998 4999
07 4303 2000	To	07 4303 4999	07 5321 0000	To	07 5373 9999
07 4324 8000	To	07 4331 8999	07 5390 0000	To	07 5390 9999
07 4527 5000	To	07 4527 5999	07 5401 0000	To	07 5499 9999

We anticipate that the majority of services will be restored by 19 December 2021. 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). Destructive winds, large hailstones and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 17 November 2021 initially at 4:40 pm Wednesday, 17 November 2021, reference number IDQ20133; 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 **23 November 2021 to 19 December 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 **20211123-QLD-E-C-P-SOUTHEAST QLD 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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