

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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