

Customer Service Advice from Telstra

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

The Southeast Coast, Darling Downs and Granite Belt, and Wide Bay and Burnett Districts and parts of the Central Highlands and Coalfields and Capricornia Districts of Queensland were impacted by severe weather on or about Wednesday 23 February 2022 through to Sunday 27 February 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 2,500 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, Brisbane and Gold Coast to the QLD/NSW border and following the border westerly past Mount Lindesay, Wallangarra and Goondiwindi to Talwood Boonanga Rd. The turns northwest past North Talwood to Weengallon then northeast past Kogan to Jinghi. From 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 3000 0000	To	07 3037 8999	07 4565 3000	To	07 4578 2999
07 3055 0000	To	07 3055 9999	07 4592 5000	To	07 4596 9999
07 3066 0000	To	07 3086 9999	07 4612 0000	To	07 4639 9999
07 3109 0000	To	07 3109 9999	07 4650 9000	To	07 4699 9999
07 3131 0000	To	07 3131 9999	07 4835 3000	To	07 4848 9999
07 3179 1000	To	07 3179 2999	07 4913 2000	To	07 4913 2999
07 3200 0000	To	07 3457 9999	07 4925 9000	To	07 4937 2999
07 3470 0000	To	07 3514 9999	07 4972 9000	To	07 4974 8999
07 3550 0000	To	07 3552 9999	07 4990 0000	To	07 4998 4999
07 3601 0300	To	07 3608 6999	07 5321 0000	To	07 5373 9999
07 3620 0000	To	07 3667 6999	07 5390 0000	To	07 5390 9999
07 3700 4000	To	07 3728 4999	07 5401 0000	To	07 5598 9999
07 3800 0000	To	07 3918 9999	07 5609 9000	To	07 5618 7999
07 4120 0000	To	07 4199 7999	07 5644 0000	To	07 5665 9999
07 4303 2000	To	07 4303 4999	07 5689 1000	To	07 5689 1999
07 4324 8000	To	07 4331 8999			

We anticipate that the majority of services will be restored by 3 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). Intense rainfall is referred to in the BOM Severe Weather Warning issued for 23 February 2022 initially at 4:53 am Wednesday, 23 February 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 **25 February 2022 to 3 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 **20220225-QLD-E-C-P-SOUTHEAST COAST 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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