

# Customer Service Advice from Telstra

## **Delay due to extreme weather events in the Southeast Coast and Wide Bay and Burnett Districts of Queensland.**

The Southeast Coast and Wide Bay and Burnett Districts of Queensland were impacted by extreme weather on or about Saturday 12 December 2020 through to Monday 14 December 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 11,300 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Burrum Heads following the coastline south past Hervey Bay, Noosa Heads, Brisbane and Gold Coast to the QLD/NSW border. The area heads westerly following the QLD/NSW border past Lamington National Park to Richmond Gap then heads northwest past Kooralbyn and Mount Sylvia to Stockyard. From Stockyard the area turns north to Anduramba, northwest past Darr Creek to Kragra then and north to Rawbelle. The area heads southeast to Mount Perry, south to Wetheron then northeast back to Burrum Heads. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

### **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 3700 4000	To	07 3728 4999
07 3055 0000	To	07 3055 9999	07 3800 0000	To	07 3918 9999
07 3066 0000	To	07 3086 9999	07 4120 0000	To	07 4197 9999
07 3109 0000	To	07 3109 9999	07 4303 2000	To	07 4303 4999
07 3131 0000	To	07 3131 9999	07 4324 8000	To	07 4331 4999
07 3179 1000	To	07 3179 2999	07 5321 0000	To	07 5373 9999
07 3200 0000	To	07 3457 9999	07 5390 0000	To	07 5390 9999
07 3470 0000	To	07 3514 9999	07 5401 0000	To	07 5598 9999
07 3550 0000	To	07 3552 9999	07 5609 9000	To	07 5618 7999
07 3601 0300	To	07 3608 6999	07 5644 0000	To	07 5665 9999
07 3620 0000	To	07 3667 6999	07 5689 1000	To	07 5689 1999

We anticipate that the majority of services will be restored by 31 January 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall, damaging winds and abnormally high tides are referred to in the BOM Severe Weather Warning issued for 12 December 2020 initially at 4:39 am Saturday, 12 December 2020, 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 **15 December 2020** to **31 January 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 **20201215-QLD-E-C-P-BRISBANE 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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