

Customer Service Advice from Telstra

Delay due to severe weather in the North Tropical Coast and Tablelands District and parts of the Herbert and Lower Burdekin District of Queensland.

The North Tropical Coast and Tablelands District and parts of the Herbert and Lower Burdekin District of Queensland were impacted by severe weather on or about Sunday 18 April 2021 through to Thursday 22 April 2021. This event resulted in extensive damage to Telstra's telecommunications network.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 500 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Elim Beach Campground following the QLD coastline south past Cooktown, Cairns, Innisfail and Townsville to Cungulla then southwest to Calcium. From Calcium the area turns northwest past Mount Fox to Minnamoolka, northeast to Mount Garnet, northwest past Petford to Laura then northeast back to the Elim Beach Campground. All suburbs and towns off shore 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 4409 9000	To	07 4431 2999
07 4212 8000	To	07 4216 9999	07 4720 0000	To	07 4729 9999
07 4232 1000	To	07 4232 9999	07 4741 5100	To	07 4799 9999

We anticipate that the majority of services will be restored by 23 May 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 Weatherzone at www.weatherzone.com.au. Heavy rainfall is referred to within this site for Sunday 18 April 2021 through to Thursday 22 April 2021; 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 **22 April 2021 to 23 May 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 **20210422-QLD-E-C-P-NORTH TROPICAL 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.
® Registered Trade Mark of Telstra Corporation Limited.