

# Customer Service Advice from Telstra

## **Delay due to extreme weather in the North Tropical Coast and Tablelands, Herbert and Lower Burdekin Districts and part of the Northern Goldfields and Upper Flinders District of Queensland.**

As previously notified by Telstra on Tuesday 12 January 2021, the North Tropical Coast and Tablelands, Herbert and Lower Burdekin Districts and part of the Northern Goldfields and Upper Flinders District of Queensland were impacted by extreme weather caused by Ex-Tropical Cyclone Imogen on or about Sunday 3 January 2021 through to Thursday 7 January 2021. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 28 February 2021.

The effect of these circumstances applies to an additional 650 services bringing the total number of services impacted to approximately 1,650 services. This number may increase as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 28 February 2021. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at the Elim Beach Campground following the QLD coastline south past Cooktown, Cairns, Townsville and Ayr to Abbot Point then southwest to Mount Wyatt. From Mount Wyatt the area turns northeast past Crimea to Wairuna, southwest to Bellfield then northwest to Croydon. The area heads northeast to Groganville, northwest 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 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 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'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 the extreme weather events, which included heavy rainfall and damaging winds which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Sunday 3 January 2021 through to Thursday 7 January 2021. Additionally these unusually severe weather events have been widely reported by most of the news media.

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 **5 January 2021** to **28 February 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 **20210105-QLD-E-C-P-EX TROPICAL CYCLONE IMOGEN**. 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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