

Customer Service Advice from Telstra

Delay due to severe weather events in the North Tropical Coast and Tablelands District and parts of the Northern Goldfields and Upper Flinders, and Herbert and Lower Burdekin Districts of Queensland.

The North Tropical Coast and Tablelands District and parts of the Northern Goldfields and Upper Flinders, and Herbert and Lower Burdekin Districts of Queensland were impacted by severe weather on or about Monday 15 February 2021 through to Thursday 18 February 2021.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 800 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 Cardwell to the Halifax Bay Wetlands then southwest to Paluma. From Paluma the area turns northwest 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 4720 3000	To	07 4720 3999
07 4212 8000	To	07 4216 9999	07 4752 7000	To	07 4798 9999
07 4232 1000	To	07 4232 9999			

We anticipate that the majority of services will be restored by 28 March 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 the Bureau of Meteorology (BOM). Heavy rainfall is referred to in the BOM Severe Weather Warning issued for 15 February 2021 initially at 2:34 am Monday, 15 February 2021, reference number IDQ21033 and 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 18 February 2021 to 28 March 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 **20210218-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.

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