

Customer Service Advice from Telstra

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

Parts of the Central Highlands and Coalfields, Capricornia, Wide Bay and Burnett, Darling Downs and Granite Belt, and Maranoa and Warrego Districts of Queensland were impacted by severe weather on or about Thursday 11 March 2021 through Friday 12 March 2021 and again Sunday 14 March 2021 through Wednesday 17 March 2021.

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 Wolfgang heading southeast past Alsace and Westwood to Diglum then southwest to Kroombit Tops National Park. From Kroombit Tops National Park the area turns east to Ubobo, southeast to Malarga, south to Goomeri, and southeast to Manumbar then south to Colinton. The area heads southwest to Brookstead, northwest to Cattle Creek, southwest to Dirranbandi, and northwest to Morven. From Morven the area heads north past Mantuan Downs to Mistake Creek then northeast back to Wolfgang. All suburbs and towns 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 4127 5000	To	07 4142 9999	07 4655 2500	To	07 4694 8999
07 4156 2000	To	07 4189 9999	07 4835 0000	To	07 4848 9999
07 4331 4000	To	07 4331 4999	07 4884 0000	To	07 4886 1999
07 4527 5000	To	07 4527 5999	07 4913 2000	To	07 4913 2999
07 4558 0000	To	07 4579 9999	07 4925 6000	To	07 4937 2999
07 4594 2000	To	07 4596 9999	07 4972 9000	To	07 4998 4999
07 4612 5000	To	07 4629 9999			

We anticipate that the majority of services will be restored by 25 April 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). Damaging wind and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 11 March 2021 initially at 6:37 pm Thursday, 11 March 2021, reference number (IDQ21033); 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 **17 March 2021 to 25 April 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 **20210317-QLD-E-C-P-CENTRAL QLD 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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