

# Customer Service Advice from Telstra

## **Delay due to severe weather events in part of the Central Coast and Whitsundays District of Queensland.**

As previously notified by Telstra on Friday 3 December 2021, part of the Central Coast and Whitsundays District of Queensland was impacted by severe weather on or about Sunday 28 November 2021 through to Monday 29 November 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 16 January 2022.

The effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 300 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 16 January 2022. 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 St Helens Beach following the coastline south past Mackay and Sarina to St Lawrence. From St Lawrence the area heads southwest to Clarke Creek, northeast to Blue Mountain, northwest to Dalrymple Heights then northeast back to St Helens Beach. 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 4840 0000	To	07 4842 9999	07 4940 0000	To	07 4969 7999
07 4862 2000	To	07 4862 9999	07 4998 5000	To	07 4998 9999
07 4898 0000	To	07 4898 7999			

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 severe weather events, which included heavy rainfall 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 28 November 2021 through to Monday 29 November 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 **30 November 2021 to 16 January 2022** 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 **20211130-QLD-E-C-P-CENTRAL COAST AND WHITSUNDAYS**. 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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