

# Customer Service Advice from Telstra

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

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.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at 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 anticipate that the majority of services will be restored by 26 December 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 28 November 2021 initially at 11:49 pm Sunday, 28 November 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 **30 November 2021 to 26 December 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 **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).

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