

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the Wide Bay and Burnett District and parts of the Southeast Coast District of Queensland.**

The Wide Bay and Burnett District and parts of the Southeast Coast District of Queensland were impacted by severe weather on or about Friday 7 January 2022 through to Sunday 9 January 2022.

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 Springs Beach following the coastline south past Bundaberg, Hervey Bay and Noosa Heads to Pelican Waters. From Pelican Waters the area heads west to Bellthorpe, northwest to Bella Creek, and southwest to Colinton then west to Kooralgin. The area turns northwest past Durong and Monogorilby to Cracow, northeast to Rawbelle, southeast to Wonbah and northwest to Boyne Valley then northeast back to Springs 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 4120 0000	To	07 4199 7999	07 5370 1000	To	07 5373 9999
07 4303 2000	To	07 4303 4999	07 5390 0000	To	07 5390 9999
07 4324 8000	To	07 4331 8999	07 5401 0000	To	07 5459 9999
07 5331 5000	To	07 5353 4999	07 5470 0000	To	07 5499 9999

We anticipate that the majority of services will be restored by 20 February 2022. 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). Intense rainfall is referred to in the BOM Severe Weather Warning issued for 7 January 2022 initially at 8:34 pm Friday, 7 January 2022, reference number 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 **10 January 2022 to 20 February 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 **20220110-QLD-E-C-P-WIDE**

**BAY AND BURNETT AND SURROUNDING AREA.** 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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