

Customer Service Advice from Telstra

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

As previously notified by Telstra on Monday 2 May 2022, parts of the North Tropical Coast & Tablelands, Northern Goldfields & Upper Flinders, Herbert & Lower Burdekin, and the Central Coast-Whitsundays Districts of Queensland were impacted by severe weather on or about Wednesday 20 April 2022 through to Tuesday 26 April 2022 and then again on Monday 25 April 2022 through to Tuesday 26 April 2022. 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 26 June 2022.

The effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 800 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 26 June 2022. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services in three regions of Queensland are affected by these weather events where the first area includes part of the North Tropical Coast & Tablelands District encompassed by the following area. The area bounded by and including, but is not limited to, the area starting at Cowie Beach following the coastline south past Cape Tribulation and Port Douglas to Wangetti. From Wangetti the area heads southwest past Bibbohra to Mount Abbot, northwest to Mount Mulligan then northeast past Dagmar back to Cowie Beach.

The second area affected includes parts of the Herbert & Lower Burdekin and the Northern Goldfields & Upper Flinders Districts. The area is bounded by and including, but not limited to, the area starting Halifax Bay Wetlands National Park and following the coastline south past Townsville to Cungulla then south to Dalrymple Lake. From Dalrymple Lake the area heads southeast to Mount Coolon, southwest to Lake Buchanan, south to Lake Galilee, then west Tablederry. The area heads northwest to Kynuna, northeast to Maxwellton, north to Croydon then southeast to Porcupine. From Porcupine the area turns northeast to Wairuna, southeast past Mount Fox to Paluma then northeast back to Halifax Bay Wetlands National Park.

The third area affected includes part of the Central Coast-Whitsundays District. The area is bounded by and including but is 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 northwest to Blue Mountain, north to Brightly, northwest to Eungella Dam then northeast past Dalrymple Heights and Mount Charlton back to St Helens Beach.

All suburbs and towns, offshore 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 4000

To 07 4030 4999

07 4840 0000

To 07 4842 9999

07 4084 1000	To	07 4099 9999	07 4862 2000	To	07 4862 9999
07 4213 2000	To	07 4213 9999	07 4898 0000	To	07 4898 7999
07 4409 9000	To	07 4431 2999	07 4940 0000	To	07 4969 7999
07 4720 0000	To	07 4729 9999	07 4998 5000	To	07 4998 9999
07 4741 0000	To	07 4799 9999			

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 and flash flooding 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 Wednesday 20 April 2022 through to Friday 22 April 2022 and then again on Monday 25 April 2022 through to Tuesday 26 April 2022. 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 **26 April 2022 to 26 June 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 **20220426-QLD-E-C-P-FAR NORTH QLD**. 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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