

Customer Service Advice from Telstra

Delay due to severe weather in parts of the Capricornia and Central Highlands & Coalfields Districts of Queensland.

As previously notified by Telstra on Wednesday 18 May 2022, the Capricornia and Central Highlands & Coalfields Districts of Queensland were impacted by severe weather on or about Monday 9 May 2022 through to Friday 13 May 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 3 July 2022.

The effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 450 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 3 July 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 Kilcummin heading southeast past Bundoora and Balcomba to Wooderson then southwest to Mount Alma. From Mount Alma the area turns southeast to Gindoran, south to Gaeta, southwest to Cynthia, and west to Camboon State Forest then southwest to Cockatoo. The area heads northwest to Mungabunda, west to Caldervale, northwest to Drummondslope, northeast to Port Wine, north to Peak Vale then northeast back to Kilcummin. 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 4160 1000	To	07 4167 9999	07 4913 2000	To	07 4913 2999
07 4835 0000	To	07 4848 9999	07 4925 6000	To	07 4937 2999
07 4884 0000	To	07 4886 1999	07 4972 9000	To	07 4998 4999

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 Monday 9 May 2022 through to Friday 13 May 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 **12 May 2022 to 3 July 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 **20220512-QLD-E-C-P-CENTRAL QLD 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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