

Customer Service Advice from Telstra

Delay due to severe weather in the Wide Bay & Burnett, and the Darling Downs & Granite Belt Districts and parts of the Southeast Coast District of Queensland.

As previously notified by Telstra on Thursday 19 May 2022, the Wide Bay & Burnett, and the Darling Downs & Granite Belt Districts and parts of the Southeast Coast District of Queensland were impacted by severe weather on or about Wednesday 11 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 650 services bringing the total number of services impacted to approximately 2,250 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 Springs Beach following the coastline south past Bundaberg, Noosa Heads and Redcliffe to Decker Park then west to Samsonvale. From Samsonvale the area heads southwest to Thagoona, southeast to Lyons, and northeast to Boronia Heights then southeast to Luscombe. The area turns northeast to Yatala, south past Numinbah Valley to the QLD/NSW border and following the border westerly past Goondiwindi to Talwood Boonanga Rd then northwest to North Talwood. From North Talwood the area heads northeast past Tara to Brigalow, north to Kragra, and northwest to Glebe then northeast to Rawbelle. The area turns southeast to Abercorn, northeast to Molangul and northwest to Boyne Valley then northeast back to Springs Beach. All suburbs and towns, offshore 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 3086 3500	To	07 3086 3999	07 4565 3000	To	07 4578 2999
07 3200 0000	To	07 3205 4199	07 4592 5000	To	07 4596 9999
07 3283 0000	To	07 3297 7999	07 4612 0000	To	07 4639 9999
07 3380 3200	To	07 3385 9999	07 4650 9000	To	07 4699 9999
07 3400 0000	To	07 3410 9999	07 5321 0000	To	07 5373 9999
07 3425 0000	To	07 3425 9999	07 5390 0000	To	07 5390 9999
07 3478 4000	To	07 3491 9999	07 5401 0000	To	07 5505 9999
07 3802 0000	To	07 3826 4399	07 5540 0000	To	07 5549 8999
07 3880 0000	To	07 3897 8999	07 5567 0000	To	07 5567 9999
07 4120 0000	To	07 4199 7999	07 5609 9500	To	07 5618 7999
07 4303 2000	To	07 4303 4999	07 5646 0000	To	07 5646 2999
07 4324 8000	To	07 4331 8999			

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 Wednesday 11 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 **13 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 **20220513-QLD-E-C-P-SOUTHEAST 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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