

Customer Service Advice from Telstra

Delay due to severe weather events in the Southeast Coast District of Queensland.

The Southeast Coast District of Queensland was impacted by severe weather on or about Wednesday 1 December 2021.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,600 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Decker Park following the coastline south past Brisbane and Gold Coast to the QLD/NSW border. The area continues following the border westerly past Mount Lindesay to Border Rd (near Killarney). From Border Rd the area turns north to Tregony, northeast past Fernvale to Dayboro then southeast back to Decker Park. 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 3000 0100	To	07 3037 8999	07 3620 0000	To	07 3667 6999
07 3055 2000	To	07 3055 9999	07 3700 4000	To	07 3728 4999
07 3066 0000	To	07 3086 9999	07 3800 0000	To	07 3918 4999
07 3109 0000	To	07 3109 7999	07 5322 8400	To	07 5322 8999
07 3131 0000	To	07 3131 9999	07 5410 0000	To	07 5410 8999
07 3179 2100	To	07 3179 2299	07 5460 6000	To	07 5469 9999
07 3200 0000	To	07 3457 9999	07 5500 0000	To	07 5598 9999
07 3470 0000	To	07 3514 9999	07 5609 9000	To	07 5618 7999
07 3550 0000	To	07 3552 9999	07 5644 0000	To	07 5665 9999
07 3601 0300	To	07 3608 6999	07 5689 1000	To	07 5689 1999

We anticipate that the majority of services will be restored by 9 January 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). Heavy rainfall are referred to in the BOM Severe Weather Warning issued for 1 December 2021 initially at 12:29 pm Wednesday, 1 December 2021, reference number IDQ21035; 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 **2 December 2021 to 9 January 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 **20211202-QLD-E-C-P-BRISBANE AND SURROUNDING DISTRICT**. 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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