

Customer Service Advice from Telstra

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

The Capricornia and Central West Districts and parts of the Central Highlands & Coalfields District of Queensland were impacted by severe weather on or about Monday 9 May 2022 through to Friday 13 May 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 350 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Clairview following the coastline south past Yeppoon, Gladstone and Agnes Water to Deepwater National Park then southwest to Gindoran. From Gindoran the area heads south to Gaeta, southwest to Cynthia, west to Camboon State Forest, southwest to Glebe then northwest to Mungabunda. The area turns west to Caldervale, southwest to Yandarlo, west to Farrars Creek, and northwest to Min Min then northeast to Kynuna. From Kynuna the area heads east to Corfield, southeast to Quetta, northeast to Kilcummin, southeast to Bundoora then northeast back to Clairview. 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 4160 1000	To	07 4167 9999	07 4835 0000	To	07 4848 9999
07 4563 9000	To	07 4569 9999	07 4884 0000	To	07 4886 1999
07 4621 6000	To	07 4621 7999	07 4898 4000	To	07 4939 9999
07 4650 1000	To	07 4658 9999	07 4956 9000	To	07 4999 4999

We anticipate that the majority of services will be restored by 12 June 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 is referred to in the BOM Severe Weather Warning issued for 10:57 pm Monday, 9 May 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 **12 May 2022 to 12 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 **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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