

Customer Service Advice from Telstra

Extreme Weather events impact service in Darling Downs

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events in the Darling Downs region of Queensland on or about, Wednesday 23 April.

Due to the effect of damage to the Telstra telecommunications network caused by severe thunderstorms producing large hailstones and damaging winds and heavy rainfall, there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities. Telstra apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Severe thunderstorms are likely to produce large hailstones and damaging winds referred to in the BOM Severe Weather Warning issued for 23/04/2008 initially at 3:35 pm Wednesday, 23 April 2008; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 1052 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 12 May 2008. This date is indicative only; Telstra customers should anticipate that some further delays may occur. Telstra regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Telstra services encompassed in this exemption are; in the area bounded by and including but is not limited to, the area starting at Fernvale, go south to Haigsley, then south east to Walloon, south west to Rosewood, then south west through Mount Walker and Rosevale to the north western corner of the Main Range National Park and follow the western boundary of the national park anti clockwise to the QLD/NSW border, then go south west to Wallangarra. From Wallangarra go north west to the northern tip of Glen Lyon Dam then north through Karara and Leyburn to Pittsworth, north west to Bongeemba, then north east through Jondaryan and Acland to Haden. From Haden go east to Esk then follow the Valley Highway back to Fernvale.

All suburbs and towns serviced by Telstra within these boundaries are encompassed in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

07 4612 3000	To	07 4639 6999	07 5411 4000	To	07 5411 4999
07 4659 0000	To	07 4667 9299	07 5423 0838	To	07 5427 9999
07 4681 0000	To	07 4699 3999	07 5460 9000	To	07 5467 9996

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2000 (No.2)*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of 28 April 2008 to 12 May 2008 inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

If you have any questions regarding your eligibility for a CSG payment under this notice, or would like us to reconsider whether the circumstances were a proper basis for claiming an exemption, you may contact us on the number displayed on your telephone account or alternatively on 132203 for service difficulties and faults or 132200 for sales, installations and billing- quoting CSG Exemption reference number **20080428-QLD-E-C-P-DARLING DOWNS**.

Copies of this notice are available on our Internet site at www.telstra.com.au/msd/ or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra you are still not satisfied with the outcome, you have the option to raise the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet (www.tio.com.au) and in the White Pages® directory.

