

Customer Service Advice from Telstra

Extreme Weather events impact service in Queensland Central Coast

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 Central Coast region of Queensland on or about Friday 30 May 2008 through to Monday 02 June 2008.

Due to the effect of damage to the Telstra telecommunications network by an extreme weather pattern which brought with it heavy rainfall, flash flooding and destructive winds, 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). Damaging winds, heavy rain and dangerous surf referred to in the BOM Severe Weather Warning issued for 29 May 2008 initially at 9:40 am Monday 29 May 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 3070 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 27 June 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 Water Park Point follow the coastline south past Yeppoon, Gladstone, Bundaberg, Hervey Bay, Maryborough and Noosa to Maroochydore, then go north northwest through Eumundi to Cooroy, northwest to Amamoor, north northwest through Woolooga to Brooweena, west to Coulstoun Lakes, southwest to Brovinia, north to Mundubbera, north northwest to Eidsvold, northwest to Abercorn, north to Monto, northwest to Moonfoord, northeast to Ubobo, north to Calliope, northwest to Mt Morgan, west to Westwood, northwest to Foleyvale, northeast to Kunawarara, then east back to Water Park Point. All suburbs, towns and off shore islands and coastal areas 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 4121 0000	To	07 4129 9299	07 4921 0000	To	07 4939 8998
07 4140 8000	To	07 4140 8998	07 4972 0000	To	07 4984 4606
07 4151 0000	To	07 4167 8880	07 5435 2774	To	07 5456 1259
07 4193 9000	To	07 4194 6998	07 5471 0000	To	07 5488 4999
07 4654 6007	To	07 4654 6007			

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 03 June 2008 to 27 June 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 **20080603-QLD-E-C-P-CENTRAL COAST**.

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.

