

Customer Service Advice from Telstra

Extreme Weather events impact service in Brisbane

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 Brisbane region of Queensland on or about Saturday 20 September 2008 through to Sunday 21 September 2008.

Due to the effect of damage to the Telstra telecommunications network by a severe thunderstorm which brought with it damaging winds, hail, and numerous lightning to ground strikes, 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 wind, flash flooding and large hailstones referred to in the BOM Severe Weather Warning issued for Sunday 21 September 2008 initially at 4:51 PM Sunday 21 September 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 7412 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 1 October 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 Maroochydore follow the coastline south past Caloundra, Redcliffe and Southport to Currumbin Creek then south to NSW Border. Follow the border west past Springbrook and the Mt Lindesay highway to the eastern boundary of Main Range National Park, then follow the boundary in a northwesterly direction to Mt Castle then northeast past Coleville to Mutdapilly, then north through Amberley to Borallon and northeast to the Brisbane Forest National park. Follow the western boundary of the national park north and west to Dagular range, then northeast to Ocean View, north through Wamuran to Peachester, then northwest through Conondale to Imbil, southeast to Yandins, south to Woombye and east back to Maroochydore. All suburbs, towns and off shore islands and coastal area 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 3003 0000 To 07 3012 9999
07 3030 0025 To 07 3030 9817
07 3200 0000 To 07 3300 9999
07 3311 1080 To 07 3325 5999
07 3341 0000 To 07 3437 8999
07 3480 5000 To 07 3511 7999
07 3601 0364 To 07 3602 5448

07 3630 0000 To 07 3666 0999
07 3700 4012 To 07 3720 9999
07 3800 0000 To 07 3907 0999
07 4661 9874 To 07 4661 9874
07 4697 5294 To 07 4697 5294
07 5422 9000 To 07 5580 8999
07 5591 1001 To 07 5598 8998

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 24 September 2008 to 1 October 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 **20080924-QLD-E-C-P-BRISBANE**.

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.

