

# Customer Service Advice from Telstra

## Extreme Weather events impact service in South East Queensland

As previously notified by Telstra on Tuesday 25 November, normal operations in the south east region of Queensland and the north coast region of New South Wales were effected by extreme weather events on or about 16 November 2008 and 17 November 2008. Telstra's telecommunications network in these areas experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. The impact in the affected area has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 19 December 2008.

There has been an additional 21,350 services identified as being directly impacted by the conditions bringing the total number of impacted customers to 35,491 in both Queensland and New South Wales. Telstra has implemented a recovery plan to complete outstanding installation and repair work by 19 December 2008.

Telstra services encompassed in this exemption are; in the area bounded by and including, but is not limited to the area starting at Rainbow Beach on the coast follow the coastline south past Caloundra, Redcliffe and Southport then to the QLD/NSW Border. Then follow the NSW/QLD border in a westerly direction to the eastern boundary of the Main Range National Park. From Main Range National Park, follow the boundary in a northwesterly direction to Mt Castle then northeast to Coleyville. From Coleyville continue northwest to Mount Walker and then west to Brookstead, then continuing northeast to Acland, then north through Kumbia to Windaera, then southeast to Amamoor and then east back to Rainbow Beach. All suburbs, towns, 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 3003 0000	To	07 3012 9999	07 3800 0000	To	07 3907 0999
07 3030 0025	To	07 3030 9817	07 4124 6891	To	07 4129 9299
07 3200 0000	To	07 3300 9999	07 4162 1000	To	07 4179 9099
07 3311 1080	To	07 3325 5999	07 4612 3000	To	07 4639 6999
07 3341 0000	To	07 3437 8999	07 4659 0000	To	07 4667 4895
07 3480 5000	To	07 3511 7999	07 4683 5345	To	07 4699 3999
07 3601 0364	To	07 3602 5448	07 5411 4000	To	07 5411 4999
07 3630 0000	To	07 3666 0999	07 5422 0000	To	07 5599 9999
07 3700 4012	To	07 3720 9999			

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 **18 November 2008 to 19 December 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 **20081118-QLD-E-C-P-SOUTH EAST QUEENSLAND**.

Copies of this notice are available on our Internet site at [www.telstra.com.au/msd/](http://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](http://www.tio.com.au)) and in the White Pages® directory.

