

# Customer Service Advice from Telstra

## Extreme Weather events impact service in the Capricornia Region of Queensland

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 Capricornia region of Queensland on or about Thursday 20 November 2008.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall, lightning to the ground, large hail, destructive winds and flash flooding, 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 damaging winds, very heavy rainfall, flash flooding and large hailstones referred to in the BOM Severe Weather Warning issued for 20 November 2008 initially at 5:35 pm Thursday, 20 November 2008; which been widely reported in the news media since the events.

Telstra has identified that the effect of these circumstances applies to approximately 1645 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 December 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 the Capricorn Resort on the coast of Australia, then following the coastline south past Rockhampton, Gladstone, Seventeen Seventy, Bundaberg to Burrum Heads, then continue south west through Biggenden and Ban Ban Springs to Brovinia, then north through Eidsvold and Abercorn to Monto. From Monto continue south west to Cracow, northwest to Theodore, then west to Carnarvon National Park. Then following the northern boundary of the national park to the north western corner of the park. Then continue north west through Anakie to Lake Buchanan, then north east to Dawson Vale Station, from Dawson Vale Station turn south east to Mt Coolon, then head south/south east to Tieri, then north east through Middlemount to the Mackenzie River near May Downs then follow Mackenzie River south to Foleyvale, then continue north east to Yamba then head east back to the Capricorn Resort. 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 4126 0101 To 07 4129 8982	07 4921 0000 To 07 4939 8998
07 4151 0000 To 07 4167 8880	07 4972 0000 To 07 4998 1999
07 4651 3050 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 24 November 2008 to 12 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 **20081124-QLD-E-C-P-CAPRICORNIA**.

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.

