

# Customer Service Advice from Telstra

## Extreme Weather events impact service in the South & Western Darling Downs Regions 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 South & Western Darling Downs Regions 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 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 478 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 Moonford then go south to Monogorilby, then south east to Boondooma Dam, then south to Cooranga North, then southeast to Quinalow, then southwest to Cecil Plains. From Cecil Plains continue southeast to Brookstead, then south to Leyburn, then east through Allora to Main Range National Park at Goomburra. Then following the western boundary of the national park southeast to the NSW/QLD border at Wilsons Peak. From Wilsons Peak continue southwest to Wallangarra, then northwest through Limevale to Goondiwindi, then west to Toobeah, then north to Southwood, then northwest through Glenmorgan to Yuleba. Then continuing north to the north eastern corner of Expedition National Park, then east to Cracow and then northeast back to Moonford. 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 4161 7300 To 07 4168 0299      07 4652 1000 To 07 4697 3870  
07 4612 3258 To 07 4612 3554      07 4993 1871 To 07 4996 2199  
07 4623 5000 To 07 4628 6497

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-SOUTH & WESTERN DOWNS**.

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.

The Telstra logo consists of the word "Telstra" in a bold, sans-serif font. The letter 'T' is stylized with a grey, rounded shape behind it, resembling a signal tower or a stylized 'T'.