

Customer Service Advice from Telstra

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

As previously advised by Telstra on 1 December 2008, normal operations in the Capricornia region of Queensland were effected by extreme weather events on or about 20 November 2008. Telstra's telecommunications network in this area 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 been extended to 22 December 2008.

There has been an additional 1,192 services identified as being directly impacted by the conditions bringing the total number of impacted customers to 2,837. Telstra has implemented a recovery plan to complete outstanding installation and repair work by 22 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 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 22 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/ 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.

