

Customer Service Advice from Telstra

Extreme Weather events impact service in the South & Western Darling Downs Regions of Queensland

As previously notified by Telstra on 1 December 2008, normal operations in the South and Western Darling Downs region of Queensland were effected by extreme weather events, on or about 20 November 2008. Telstra's telecommunications network in these areas experience high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. The impact on 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 509 services identified as being directly impacted by the conditions, bringing the total number of impacted customers to 987. 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 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 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-SOUTH & WESTERN DOWNS**.

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.

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 letter.