

Customer Service Advice from Telstra

Natural Disaster events impact service in the North Queensland Region

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a Natural Disaster in the North Queensland region of Queensland on or about 12 January through to 13 January 2009.

Due to the affect of damage to the Telstra telecommunications network caused by the impacts from Ex Tropical Cyclone Charlotte and king tides, 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). The area affected was impacted by an ex tropical cyclone issued for Queensland initially at 11:00 on 12 January 2009 and as widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 2713 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 5 February 2009. 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 whilst this work is being undertaken.

Telstra services in the area bounded by and including, but is not limited to, the area starting at Murdock Point, follow the coastline south past Cooktown, Mossman, Cairns, Innisfail, Ingham and Townsville, to Alva Beach, then go south-west inland to Reid River, then west to The Dalrymple National Park, then north to the southern tip of The Paluma Range National Park. Follow the eastern border of The Paluma Range National Park in an anti-clock wise direction to Hidden Valley. Then from Hidden Valley head north-west to Camel Creek, then north to The Girringun National Park, then east to Cardwell. From Cardwell follow the western boundary of The Cardwell Ranges north to Mount Molloy, then go north-west through Maryfarms to Maytown, then north to Fairview Station, then north-east back to Murdock Point. All suburbs, towns and 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 4031 0002	To	07 4069 6999	07 4741 5117	To	07 4758 1997
07 4081 0000	To	07 4099 6999	07 4770 1000	To	07 4798 6198
07 4721 0000	To	07 4729 1998			

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 **14 January 2009 to 5 February 2009** 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 **20090114-QLD-E-B-P-EX TROPICAL CYCLONE CHARLOTTE NTH QLD**.

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.

